



*Inspire* **HEALTH**  
NORMAN REGIONAL HEALTH SYSTEM

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Looking Forward  
2022

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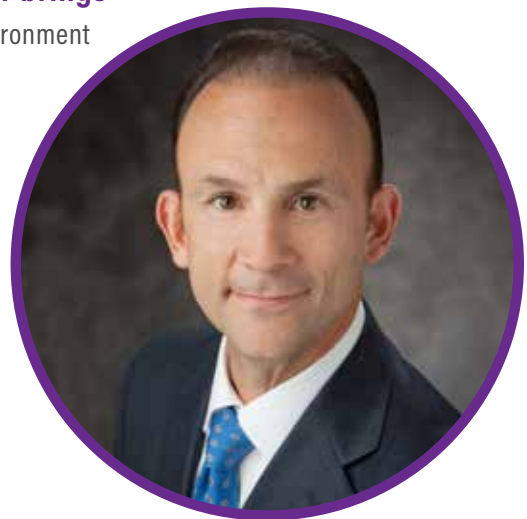
# Forward from CEO Richie Splitt



**For people whose honor it is to work in healthcare, each year brings new challenges and new opportunities.**

We live in a time and environment in which there is always a need for new and innovative ways of delivering healthcare that meet the needs of a dynamic and vibrant community.

Norman Regional's healers are the agents of change behind our successes and growth. This 2022 Strategic Plan tells their stories. Those stories include a food pharmacy program that gives patients a "script" of much needed food and nourishment. A doctor using robotic systems to help patients quickly recovery from surgery. A team working to stop tobacco use in both rural and urban areas. And an entire health system rallying to treat patients during a global pandemic — while still expanding its footprint and achieving quality outcomes for patients.



I encourage you to read this plan and learn their stories. This book covers our system of care, our clinical achievements and our contributions to the community. You can also view a video on some of our stories to hear the agents of change themselves talk about how their actions are making a difference in health and wellness. Simply scan the accompanying QR code with your phone's camera to be lead to the video.

Thank you, healers, for the outstanding work achieved this past year and in the year to come outlined within this plan. I look forward to the future and sharing even more stories of success for Norman Regional Health System.

Be well,  
Richie Splitt, FACHE  
President & CEO  
Norman Regional Health System



## Who We Are

Norman Regional Health System (NRHS) is a multi-campus system that provides for the health and wellness needs of our regional communities throughout south central Oklahoma. We've been continuously serving the community since 1946. NRHS is operated by Norman Regional Hospital Authority, a public trust that serves the public interests and functions as a political subdivision of the State of Oklahoma. We are proud to be a nonprofit, which means all profits we do make are reinvested right back into our organization.



## Where We Heal

**Norman Regional Hospital:** Our acute-care facility on Porter Avenue, which has an emergency department, intensive care unit, cancer services, bariatric surgery program, primary stroke center, and general medical care.

**Norman Regional HealthPlex:** This campus features cardiovascular services, spine and orthopedic surgery, cardiovascular intensive care, certified chest pain center, robotic surgery, OB and pediatric hospitalists, women's and children's and neonatal intensive care.



**Norman Regional Moore:** This healthcare facility features physician offices, outpatient services, an emergency center that is open 24 hours a day, seven days a week and a community meeting space. Other services include diagnostic imaging, lab, and outpatient counseling services. Norman Regional Moore also provides physical, occupational, speech outpatient therapies, and emergency medical transport services.

Norman Regional Health System also provides outpatient diagnostic and treatment centers, EMSSTAT, physician services, centers of excellence, durable medical equipment supplies, a primary and specialty provider care network, community wellness services and employer health services.



# Fiscal Year 2021 Year in Review



## By the Numbers



**15,636**

Hospital Admissions



**284,079**

Outpatient Registrations



**2,538**

Babies Delivered



**80,609**

Emergency Department Visits



**27,847**

EMSSTAT Ambulance Service Calls



**291,913**

Physical Therapy Treatments



**152,874**

Imaging Exams



**374,543**

Clinic Visits



**43,533**

Telehealth Visits



## In the Community

**347,872**

COMMUNITY SUPPORT ENCOUNTERS

Education Center Meetings: 7,825  
Meals-on-Wheels Prepared: 73,705  
Paratransit Rides Sponsored: 2,852  
Norman Public School Health Visits: 28,725  
Athletic Trainer School Programs  
• 6 Community High Schools  
• 2 Universities

**\$2,356,833**

COMMUNITY CONTRIBUTIONS

City of Norman Dispatch Service: \$224,380  
Community Programs and Events Sponsorships: \$145,115  
Gomer Jones Medical Facility: \$52,557  
Meals on Wheels: \$75,421  
Paratransit \$50,540  
Variety Care: \$287,771  
Norman Public Schools: \$573,257  
Cleveland County, The Well: \$401,814



## COVID-19 Care Coordination

**14,629**

24/7 Hotline Calls

**11,554**

Mobile Clinic Visits

**75,109**

COVID-19 Tests

**776**

COVID-19 Outpatient Infusions



## Leadership Involvement

**494**

HOURS OF SERVICE

16 Civic and Social Boards of Directors

**2,273**

HOURS OF SERVICE

46 Civic, Social and Faith-Based Community Involvement

**2,166**

HOURS OF SERVICE

63 Professional Associations and Board of Directors

*Health System numbers and community encounters for the fiscal year are less than expected due to the impact of COVID-19 pandemic and stay-at-home initiatives.*

# Community Health Assessment

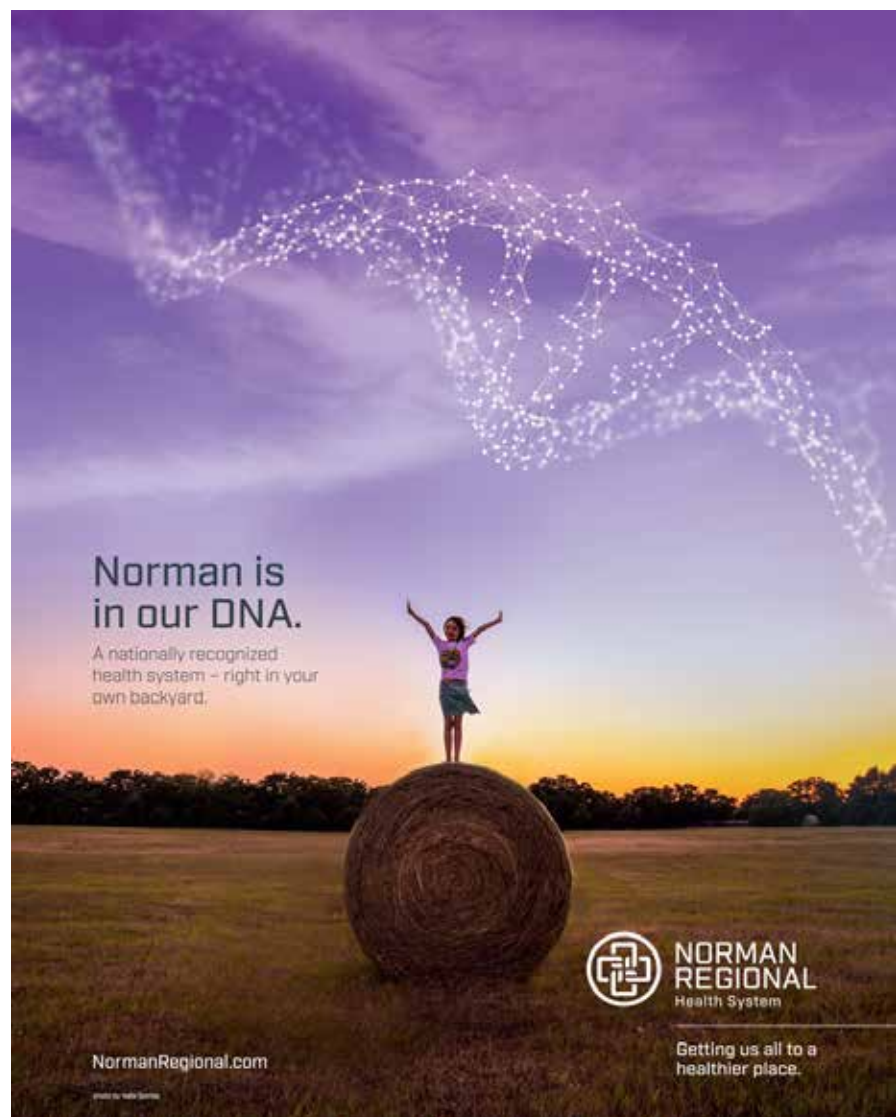


## **In 2021, Oklahoma continues to lead the nation in tobacco use, poor nutrition and living a sedentary lifestyle.**

These risk behaviors contribute to the four chronic diseases (heart and lung disease, diabetes and cancer) that now cause 65% of all deaths in our state. We know that where we live, work, learn and socialize heavily influences our personal health behaviors and ability to make healthier choices. Norman Regional is committed to addressing those social determinants of health improving the overall health and well-being of our patients and the communities where they live.

Norman Regional Health System providers and clinicians strive to improve the quality of life for individuals with chronic conditions. Our goal is to identify community members at risk for one or more chronic conditions, to prevent and minimize the effects of the disease through coordinated care and to promote and support the patient's self-management of those conditions.

In the past 16 years, the Health System has served as the lead organization for the Tobacco Settlement Endowment Trust (TSET) Healthy Living grant programs in Cleveland, McClain and Grady counties. Together, NRHS and TSET have been dedicated to changing the social norms that influence smoking, lack of physical activity and poor nutrition. The 2021 county health findings for the three counties that highlight improvement in some areas and opportunities in others are found in the succeeding pages.







# TSET

405.521.3888 | TSET.OK.GOV  
Board of Directors Chair Michelle Stephens  
Executive Director Julie Bisbee

## CLEVELAND COUNTY

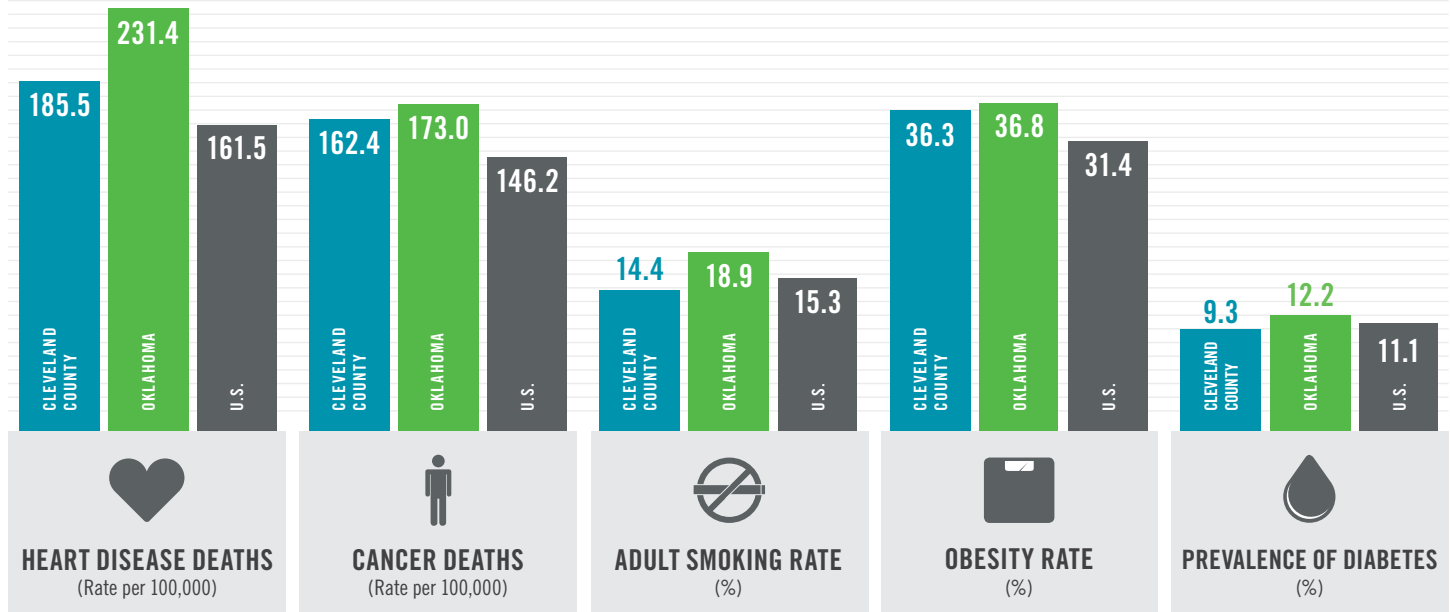
## Health Indicators

OKLAHOMA STATE DEPARTMENT OF HEALTH, 2019

COUNTY

OKLAHOMA

U.S.



## Healthy Living Program Grants

TSET Healthy Living Program grants are designed to prevent cancer and cardiovascular disease at the local level by working with businesses, city governments, community organizations and schools to encourage healthier lifestyles.

<b>Grantee:</b> Norman Regional Health System	<b>FY21</b>	<b>\$220,000</b>
<b>Serving:</b> Cleveland County		
<b>Grantee:</b> Norman Regional Health System	<b>FY16-FY20</b>	<b>\$2,068,000</b>
<b>Serving:</b> Cleveland County		

## Incentive Grants

TSET Healthy Incentive Programs for Schools and Communities promote wellness through grants to schools, school districts and local communities that adopt policies and strategies that encourage healthier lifestyles.

Healthy Community Incentive Grants		Healthy Schools Incentive Grants	
City of Lexington	\$20,000	Adams Elementary School	\$5,000
City of Moore	\$10,000	Lincoln Elementary School	\$3,000
City of Noble	\$50,000	Truman Primary	\$4,000
City of Norman	\$50,000	Little Axe Public Schools	\$6,000
		Jefferson Elementary School	\$10,000
		Norman Public Schools	\$100,000

## Food Systems Impact Grants

TSET Food System Impact Grants provide immediate relief to increased need for food during the COVID pandemic and support innovative partnerships that seek increase the availability of healthy foods throughout Oklahoma.

Regional Food Bank of Oklahoma	\$96,544
Serving Oklahoma, Canadian, Cleveland and Tillman counties	

Oklahoma Tobacco Helpline

1 800 QUIT NOW

1-800-784-8669 OKhelpline.com

The Oklahoma Tobacco Helpline provides free telephone and web-based tobacco cessation “coaching” sessions and free nicotine patches, gum and lozenges. Since 2003, the Helpline has served more than 450,000 Oklahomans, saving an estimated \$18 million each year in direct medical costs from tobacco users who have quit with the Oklahoma Tobacco Helpline.

County Fiscal Year 2020:

1635

County Cumulative:

25449



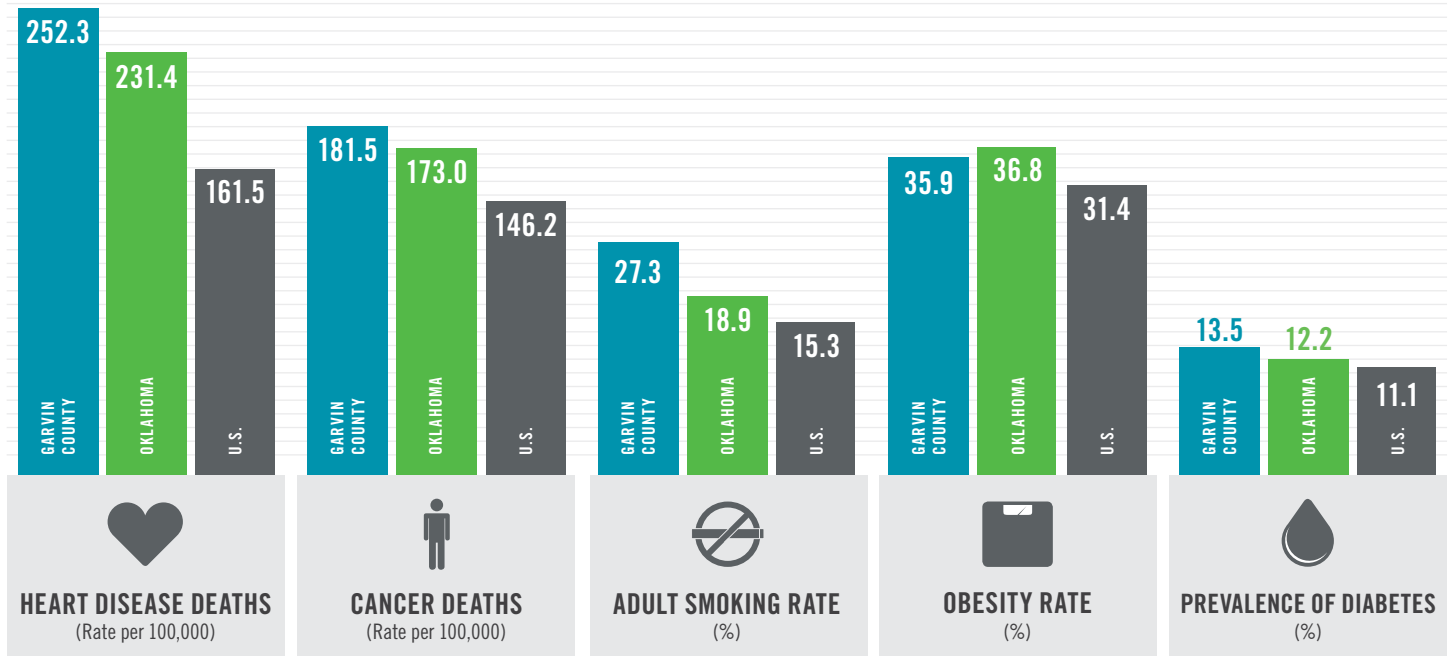
## Health Indicators

OKLAHOMA STATE DEPARTMENT OF HEALTH, 2019

COUNTY

OKLAHOMA

U.S.



## Healthy Living Program Grants

TSET Healthy Living Program grants are designed to prevent cancer and cardiovascular disease at the local level by working with businesses, city governments, community organizations and schools to encourage healthier lifestyles.

**Grantee:** McClain-Garvin County Youth & Family Services /dba Frontline Family Solutions  
Serving Garvin County  
**FY21** **\$183,000**

**Grantee:** McClain-Garvin County Youth & Family Services /dba Frontline Family Solutions  
Serving Garvin County  
**FY16-FY20** **\$887,066**

## Incentive Grants

TSET Healthy Incentive Programs for Schools and Communities promote wellness through grants to schools, school districts and local communities that adopt policies and strategies that encourage healthier lifestyles.

**Healthy Community Incentive Grants**  
City of Lindsay.....**\$2,000**

**Healthy Schools Incentive Grants**  
Maysville Public School.....**\$8,000**

Oklahoma Tobacco Helpline

**1 800 QUIT NOW**  
1-800-784-8669 **OKhelpline.com**

The Oklahoma Tobacco Helpline provides free telephone and web-based tobacco cessation “coaching” sessions and free nicotine patches, gum and lozenges. Since 2003, the Helpline has served more than 450,000 Oklahomans, saving an estimated \$18 million each year in direct medical costs from tobacco users who have quit with the Oklahoma Tobacco Helpline.

County Fiscal Year 2020:

**197**

County Cumulative:

**4335**





# TSET

405.521.3888 | TSET.OK.GOV  
Board of Directors Chair Michelle Stephens  
Executive Director Julie Bisbee

## GRADY COUNTY

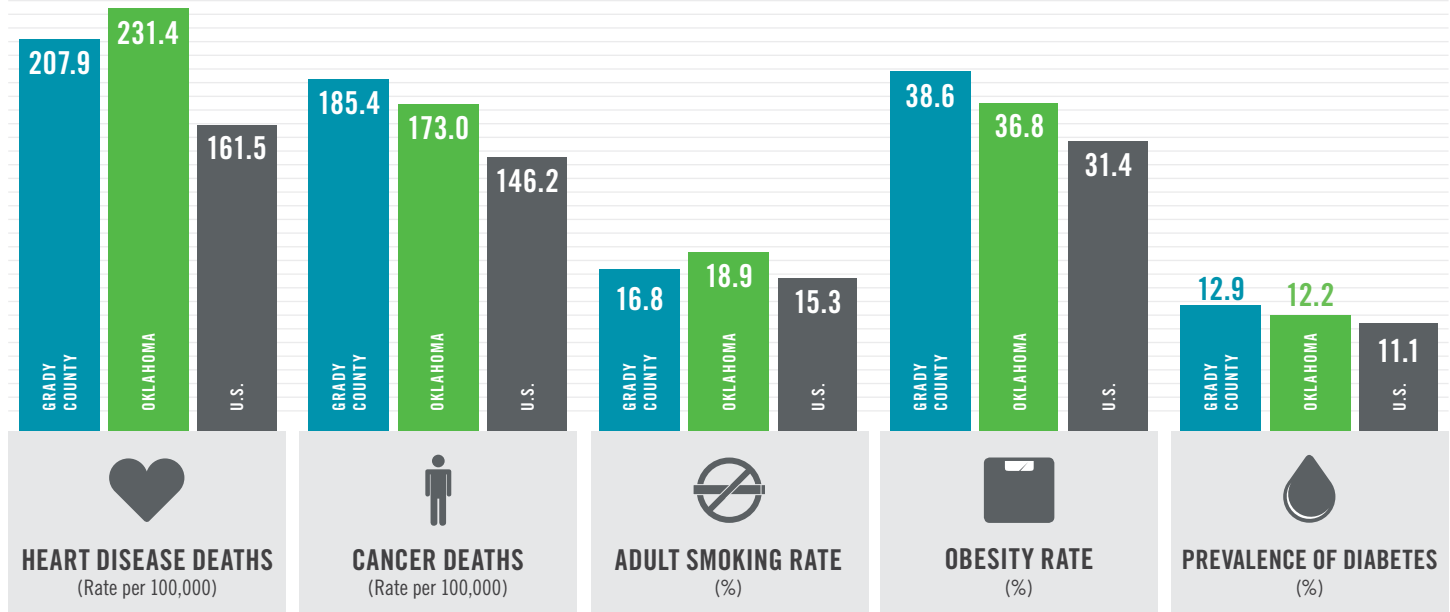
## Health Indicators

OKLAHOMA STATE DEPARTMENT OF HEALTH, 2019

COUNTY

OKLAHOMA

U.S.



## Healthy Living Program Grants

TSET Healthy Living Program grants are designed to prevent cancer and cardiovascular disease at the local level by working with businesses, city governments, community organizations and schools to encourage healthier lifestyles.

**Grantee:** Norman Regional Health System  
Serving Grady County **FY21** **\$220,000**

**Grantee:** Norman Regional Health System  
Serving Grady County **FY16-FY20** **\$1,293,300**

## Incentive Grants

TSET Healthy Incentive Programs for Schools and Communities promote wellness through grants to schools, school districts and local communities that adopt policies and strategies that encourage healthier lifestyles.

### Healthy Community Incentive Grants

City of Minco ..... **\$10,000**

### Healthy Schools Incentive Grants

Rush Springs Public Schools ..... **\$20,000**



The Oklahoma Tobacco Helpline provides free telephone and web-based tobacco cessation “coaching” sessions and free nicotine patches, gum and lozenges. Since 2003, the Helpline has served more than 450,000 Oklahomans, saving an estimated \$18 million each year in direct medical costs from tobacco users who have quit with the Oklahoma Tobacco Helpline.

County Fiscal Year 2020:

**418**

County Cumulative:

**6289**



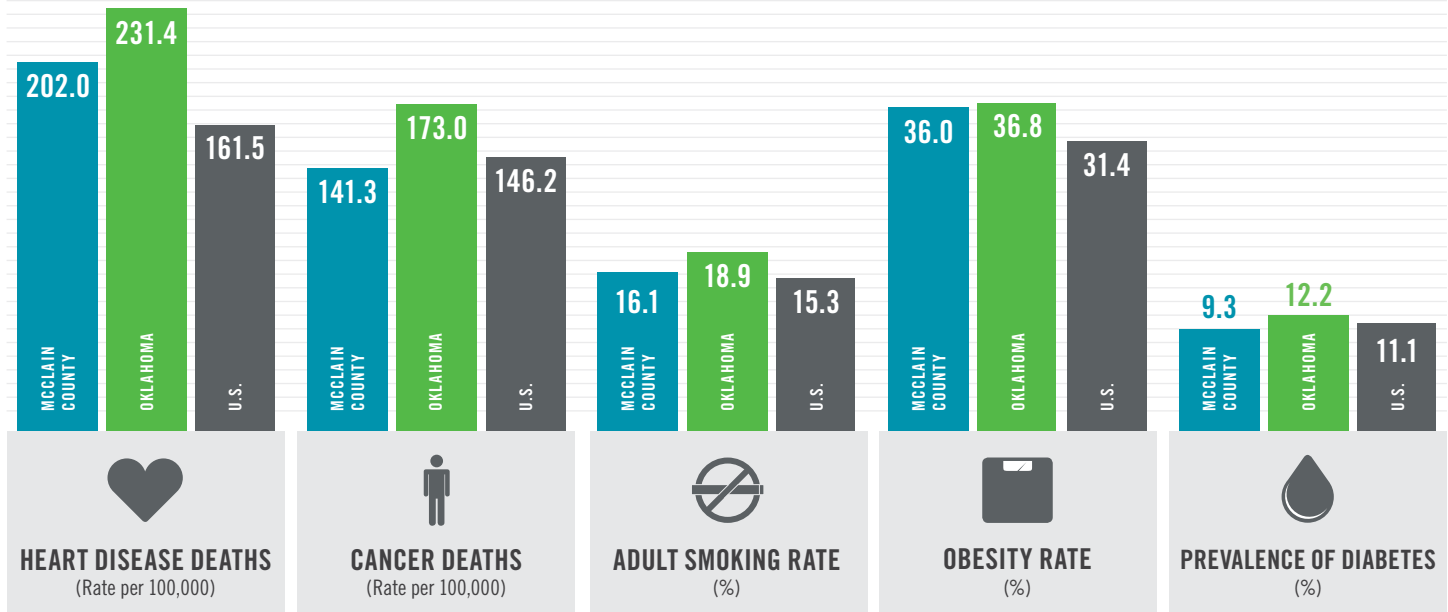
## Health Indicators

OKLAHOMA STATE DEPARTMENT OF HEALTH, 2019

COUNTY

OKLAHOMA

U.S.



## Healthy Living Program Grants

TSET Healthy Living Program grants are designed to prevent cancer and cardiovascular disease at the local level by working with businesses, city governments, community organizations and schools to encourage healthier lifestyles.

<b>Grantee:</b> Norman Regional Health System <i>Serving McClain County</i>	<b>FY21</b>	<b>\$179,000</b>
<b>Grantee:</b> Norman Regional Health System <i>Serving McClain County</i>	<b>FY16-FY20</b>	<b>\$1,245,400</b>

## Incentive Grants

TSET Healthy Incentive Programs for Schools and Communities promote wellness through grants to schools, school districts and local communities that adopt policies and strategies that encourage healthier lifestyles.

### Healthy Community Incentive Grants

City of Blanchard	\$50,000
City of Newcastle	\$25,000
City of Purcell	\$10,000

### Healthy Schools Incentive Grants

Washington Public Schools	\$5,000
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The Oklahoma Tobacco Helpline provides free telephone and web-based tobacco cessation “coaching” sessions and free nicotine patches, gum and lozenges. Since 2003, the Helpline has served more than 450,000 Oklahomans, saving an estimated \$18 million each year in direct medical costs from tobacco users who have quit with the Oklahoma Tobacco Helpline.

County Fiscal Year 2020:

**325**

County Cumulative:

**4498**

# The Healthcare Environment



**The 2010 Affordable Care Act contained a provision to expand Medicaid eligibility to cover individuals up to 138% above the poverty level for any state choosing to opt into the extended coverage.** Medicaid is jointly funded between federal and state governments, and under this provision the state covers 10 percent of the cost while the federal government covers the other 90 percent. On June 30, 2020, Oklahoma voters chose to approve Medicaid expansion for the state, which opened eligibility to approximately 200,000 additional working adults within the state starting July 2021.

Oklahoma's Governor Kevin Stitt set forth the Sooner Select Plan in order to manage Medicaid Expansion. The Sooner Select Plan would privatize Oklahoma Medicaid, which means Medicaid enrollees would work with private companies under a fully capitated insurance plan. This capitated proposal requires the Oklahoma Health Care Authority to pay private companies a set sum of money per enrollee to coordinate his/her medical care. The company, in turn, is responsible for paying the medical provider.

While the governor's plan aimed to protect the state from financial risk and offer new incentives and programs focused on preventative care, these intentions were deemed unproven and met with numerous counterarguments. The greatest concern of opponents, including the Oklahoma State Medical Association, Oklahoma Osteopathic Association and American Academy of Pediatrics — Oklahoma Chapter, was the nearly 15 percent administrative cost that outsourcing the expansion would induce and the fact that the Governor's plan failed to coincide with the necessary legislative appropriations. The failure to follow legislative process resulted in a case before the Oklahoma Supreme Court.

On June 1, 2021, the Oklahoma Supreme court ruled that the Oklahoma Health Care Authority (OHCA) did not have the authority to implement a managed care plan for the state's Medicaid system. The ruling explained that the proposal must come through the state legislature and include language for appropriations.

The next steps for Medicaid Expansion are in the hands of the Oklahoma legislature, who will be tasked with determining the long term funding source to resolve the legal question for OHCA to move forward. In the meantime, the federal government is incurring most of the cost for the new enrollees.

In the months ahead, health systems and medical officials are hopeful for the invitation to provide input into revisions of Oklahoma's Medicaid Expansion plan including funding discussions. Purposeful planning by all stakeholders is required for this complex issue. The future health of our most vulnerable and at-risk populations, not to mention Oklahoma's Health System infrastructure, are at stake.

# Cardiovascular System of Care



## Community-Based Care



**Screenings & Detection**



**Chronic Disease Management**



**Care Coordination**

## Acute Care



**Emergency Response**  
**EMSSTAT**



**Chest Pain Center**



**Intervention**

## Post-Acute Care



**Virtual Care Clinic**



**Cardiac Rehab**



**Pulmonary Rehab**

# Cardiovascular System of Care



**Most of us know that a significant number of Americans suffer from heart disease.** Unfortunately for Oklahomans, our state ranks among the highest in the nation for deaths related disease of the heart. It's why Norman Regional's and our medical experts are committed to improving heart health. Norman Regional's cardiovascular program begins with screening, detection and prevention of heart-related illnesses. Our team of cardiologists and cardiovascular surgeons utilize the latest technology and treatment modalities to reduce the risk of serious cardiac events. This system of cardiovascular care provides services along a continuum which include community based outpatient clinics, acute inpatient or hospital care and post-acute services.

## Community-Based Care

A nutritious diet, being active, staying tobacco free and regular wellness check-ups are healthy choices that reduce the risk of heart disease. However, even with a healthier lifestyle, people may need additional support for screening and detection. Heart and lung scans, nuclear medicine, echocardiograms and three-dimensional CT imaging support our cardiologists in the diagnosis of heart disease. In consideration of our patients' time, many of these outpatient services are combined in the Heart Plaza, located on the HealthPlex campus.

## Acute Inpatient Care

From ambulance ride to diagnosis and treatment our interventional cardiologists, cardiovascular surgeons, and rehabilitation specialists provide comprehensive inpatient acute care. Some of the procedures and treatment options provided include:

- Transcatheter Aortic Valve Replacement (TAVR)
- Watchman procedure
- Heart Valve Surgery
- Percutaneous Transluminal Angioplasty (PTA)
- Coronary Artery Bypass Grafting (CABG)
- Device implants
- Heart Catheterizations

The Emergency Chest Pain Center located within the HealthPlex Heart Hospital was the first in the Oklahoma City metro-area to be nationally accredited by the American College of Cardiology.

## Post-Acute Care

Once a cardiac patient leaves the hospital, the Health System's cardiovascular system of care continues. Our Cardiac Rehabilitation Program is one of the few programs in Oklahoma to achieve certification from the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR). This honor is awarded to programs that demonstrate the highest standards of care and positive outcomes for their patients. Norman Regional providers focus on inpatient, outpatient and maintenance rehabilitation to help patients improve their heart's future and gain or regain their independence.

## Our Why

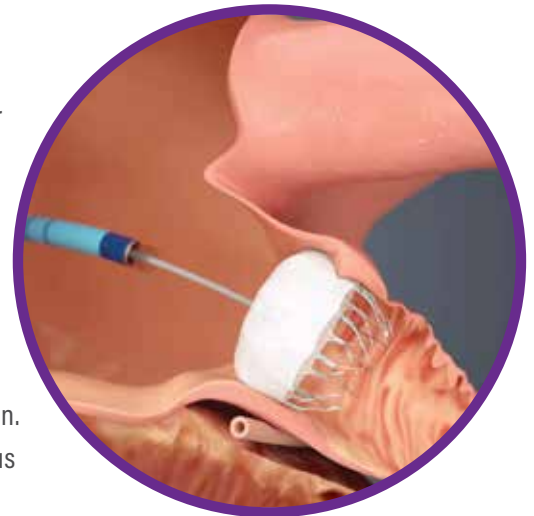
Founded on the belief that heart and vascular disease is preventable, Norman Regional strives to identify disease early so it can be managed effectively. Through screenings, early intervention and community education programs, we work with our community to promote healthy lifestyle choices that lower the risk of developing heart disease.





## New Cardiac Technology Saving Lives of Patients with Elevated Risk of Stroke

It is estimated that more than five million Americans suffer from an irregular heartbeat called atrial fibrillation according to Boston Scientific. This is a common condition that is defined by an irregular heartbeat caused by the upper chambers of the heart experiencing chaotic electrical signals. The resting heart rate of someone who lives with atrial fibrillation can range anywhere from 100 to 175 beats per minute. The average resting heart rate for adults is between 60 to 100 beats per minute. Atrial fibrillation may cause discomfort, but usually isn't a life-threatening condition on its own. The issues with atrial fibrillation stem from the elevated risks of other serious life-threatening conditions, such as stroke.

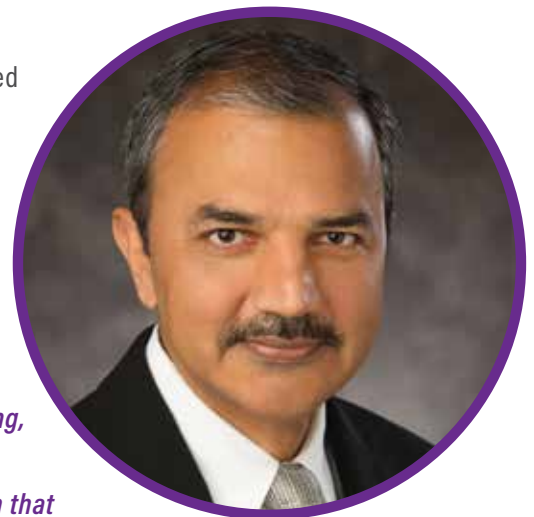


Luckily, there are several treatment options for atrial fibrillation, one of which is the Watchman device. "The Watchman device is a catheter-based implantable cardiac device used to prevent stroke in patients with atrial fibrillation, especially in patients who cannot take blood thinner medications," said Norman Regional cardiologist Archana Gautam, MD. "This is not an open-heart surgery, this procedure is done to seal off one chamber of the heart, where more than 90% of clots form in atrial fibrillation patients and this device really helps these patients as they have a five-times greater risk of stroke when they can't take blood thinners."

## Technology on the Horizon

The Watchman device is just one of many new technologies that have created a positive impact in the lives of patients with higher risk of stroke. There is also the TAVR or transcatheter aortic valve replacement, which is another non-open-heart surgery, catheter-based procedure that replaces the entire aortic valve of the heart. There is a very real possibility that in the near future all four valves of the heart can be replaced using catheter-based technology.

*"There are many new technologies down the pipeline that are very exciting, many of them biological and genetic," said Norman Regional cardiologist Muhammad Salim, MD. "There are lots of RNA technologies on the horizon that can change the way we treat heart failure, atherosclerosis or valve diseases."*



# Cardiovascular System of Care



You don't have to look ahead to find ways to be proactive about your heart health though.

*"Technology such as smart watches that track heart activity can be used to monitor heart rate and identify irregular heartbeats," Dr. Gautam said. "I have several patients that have been diagnosed with atrial fibrillation and it was all because they noticed changes in their heart activity on their smart watch."*



As new technologies are researched, studied and introduced into the market, you can be assured that Norman Regional cardiologists will be finding ways to implement them and improve the treatment process and outcomes for their patients. To learn more about cardiology at Norman Regional, visit [NormanRegional.com/Heart](https://NormanRegional.com/Heart).

To learn more about the Watchman device, scan this QR code with your phone's camera.







## The Latest in Colorectal Surgery, Colorectal Cancer Screening

It's been widely known for some time now that those who are at average risk for colorectal cancer should get their colorectal cancer screening at age 50, but recently this age recommendation has been lowered to 45. This new recommendation comes as rates of colorectal cancer among people younger than 50 have been on the rise. Rahal Kahanda, MD, a specialist in colon and rectal surgery with Norman Regional, provides some insight into this change and why colonoscopies are so important.

*"Colon and rectal cancer are definitely becoming more prevalent among the younger age groups," Dr. Kahanda said. "I myself have taken care of patients as young as 19 that have needed colectomies, secondary to colon cancer and it was a sporadic colon cancer too. She didn't have a family history and she wasn't doing anything to put her at higher risk like smoking."*



### Why are colonoscopies important?

Colonoscopies aren't typically a topic that most enjoy discussing, but they are imperative to ensuring optimal colon and rectal health. The colonoscopy allows the colon and rectal specialist to check whether the patient has any precancerous lesions in the colon and if there are any, the cancerous lesions can be identified. Additionally, there are some nuances to determine the optimal time for a colonoscopy. 45 is simply the recommended age for those at average risk for colorectal cancer.

"Colonoscopies need to be performed 10 years earlier than the age at which the first-degree relative was diagnosed with colon cancer if it was before the age of 55. For instance, if my dad had colon cancer at the age of 50 I would need to be screened at 40. However if my first-degree relative had colon cancer at the age of 65 I would still start my colonoscopy at 45," Dr. Kahanda said. "The reason they are so imperative is that a colonoscopy is the only modality we can use that is both diagnostic and therapeutic in nature. Diagnostic meaning that we can evaluate to see if anything is there like a tumor or a polyp, but therapeutic as in we can also remove them if they are found during the colonoscopy, saving them from cancer in the future."



## Technology and process for colorectal cancer patients

If a patient needs to have colorectal surgery, Dr. Kahanda is highly trained in the newest technology in the colorectal surgery space. In fact, he is specially trained in minimally-invasive robotic surgery.

"Over the last decade we have transitioned from open abdominal surgeries to more minimally invasive and robotic surgeries. This really makes a difference because now patients can be up walking and eating the same day of the surgery and leave the hospital in about half as much time as an open surgery," Dr. Kahanda said. "How the process works for colorectal cancer patients is they get worked up further with imaging to adequately stage the patient and beyond that, I have a very good relationship with our oncologists and we work in a multi-modal fashion to tailor treatment to each patient individually."



If you know someone who is nearing the age of 45, make sure that they have this information to stay on top of their health.

To hear more from Dr. Kahanda about the importance of early detection, scan this QR code with your phone's camera.



# Orthopedic System of Care



## Community-Based Care



Sports Medicine



Advanced Diagnostic Imaging



Athletic Training

## Acute Care



Robotic Surgery



Orthopedic Urgent Care



Intervention

## Post-Acute Care



Bone Health Clinic



Physical Therapy



Performance Enhancement

# Orthopedic System of Care



**Our team of orthopedic surgeons, sports medicine physicians, bone health experts, physical therapists, and workers compensation specialists** make up the orthopedic care team here at Norman Regional. The care team evaluates and treats everything from sports-related fractures, comprehensive spine care, foot and ankle surgery, hip, knee and shoulder reconstructive surgery. Norman Regional Orthopedic surgeons utilize the latest advanced robotic technology to perform elective procedures to help our patients restore joint function and return home with everything needed to complete recovery. Care is provided along a continuum which includes community based, acute inpatient care and post-acute care.

## Community-Based Care

Norman Regional is helping student athletes improve their performance by preventing injuries and providing recovery support through our Sports Medicine program. Our highly skilled athletic trainers deliver sports medicine services, including sports physicals for athletes in 14 school districts and three universities across the state. We provide these services directly on site at athletic events and have the ability to immediately treat an array of sports injuries through our fully functional mobile sports medicine unit.

Each of our facilities are ACR accredited and offer state-of-the-art digital imaging technology including Xrays, MRIs and highly trained ARRT registered technologists to form an individualized orthopedic plan of care for each patient. For patient convenience, in the fall of 2021 Norman Regional is opening Central Imaging and Orthopedic Urgent Care on the hospital's Healthplex campus to provide specialized care and after-hours access.

We are thrilled to partner with the City of Norman and the Young Family Foundation to provide NMotion sports and human performance center within the Young Family Athletic Center set to open in spring of 2023.

## Acute Inpatient Care

At Norman Regional's Orthopedic and Spine Center we provide a comprehensive program through state of the art technology, from pre-operative education to post-operative rehabilitation and recovery. Our Hip Fracture, Total Knee and Total Hip Joint Replacement Programs are certified in Disease Specific Care by the Joint Commission.

## Post-Acute Care

Ortho Central's team provides an entire approach to health, fitness and performance that not only focuses on your injury, but optimizing how well you move and perform. Our physical therapists utilize a comprehensive biomechanical assessment of how the body functions and moves to determine and improve upon performance limitations. Our bone Health Clinic assists patients with osteoporosis and reduces risk for fractures, accelerates healing, prevents future fractures and breaks the cycle of fragility. The Bone Clinic provides diagnosis, treatment and education for primary and secondary prevention of osteoporosis.

## Our Why

Because we know that when an accident happens or your joint pain limits participation in activities you love, we are dedicated to your repair, restore and return to complete recovery. It is in our bones to care for yours!



## Total Knee Replacement With a Robotic Assistant

To the average person, robotic surgery may sound very complex, and it is, just like traditional surgery would be. However, rather than interpreting robotic surgery as a robot performing the procedure, a more accurate portrayal would be to view these robotic surgical procedures as simply the surgeon utilizing tools to increase the efficacy of the procedure on multiple fronts.

This is exactly what Richard Kirkpatrick, MD, orthopedic surgeon with Ortho Central, is doing with the ROSA Knee system. Utilizing the most advanced, state-of-the-art technology to assist with surgeries is just part of ensuring that Ortho Central is at the forefront of orthopedic surgery. Now the question becomes what is the ROSA Knee system and how is it changing the way Dr. Kirkpatrick is performing knee surgeries?

### What is the ROSA Knee system?

The ROSA (Robotic Surgical Assistant) Knee system is designed to assist our specially trained orthopedic surgeons before, during and after surgery. ROSA knee robotic technology provides real-time, intraoperative data to Dr. Kirkpatrick about the patient's anatomy. This allows him to personalize patient care (implant placement, soft-tissue balancing, etc.) in ways that surpass standard instrumentation. It is important to remember that the ROSA Knee system is not performing the surgery, but is rather a tool used by Dr. Kirkpatrick. He is always present during surgeries and is in control of the operation throughout the process.



*"The procedure requires us to resect bone in the same way that we would if we were to do instrumented knee replacements before robotics," Dr. Kirkpatrick said. "However, with robotics, since we can put those implants in a more optimal position, we hope to see that it will help the patient recover quicker in regard to range of motion and also over the long-haul with a more balanced implant that will wear less and last longer, so the longevity of the implant is greatly increased."*

### Keeping Your Bones Healthy

New technology and surgical techniques are exciting and provide an added level of security for patients who are going through that process, but Dr. Kirkpatrick has some advice that will help people avoid needing to undergo orthopedic surgery.



# Orthopedic System of Care



"In order to avoid being in my office for orthopedic issues, stay active and ensure that you are moving around and doing things. Especially with working conditions moving more towards desk jobs, something like getting a stand-up desk can help you stay on your feet and increase activity levels throughout the day," Dr. Kirkpatrick said. "Utilizing an exercise program where you are doing some strength training can go a long way, especially strengthening areas around the shoulder, hip or knees. The stronger those supporting muscle groups are, the more likely you will have good function. Even if you have issues with those joints they will be supported more and from a comfort perspective, they will be better that way."



Taking care of your body and being proactive can go a long way towards protecting your overall health and reducing the likelihood of needing to undergo any sort of orthopedic surgery. However, if you ever find yourself needing a knee replacement, Dr. Kirkpatrick and his ROSA Knee system are more than equipped to get you back on your feet.

Watch as Dr. Kirkpatrick shows off the ROSA robot in action, scan this QR code with your phone's camera.





## Norman Regional at the Cutting-Edge of Thyroid, Parathyroid Surgery

Tom Connally, MD, is the medical director of the Norman Regional Endocrine Surgery Program and a pioneer in minimally-invasive thyroid and parathyroid surgeries. He is an active member of the American Association of Endocrine Surgeons, and was the first physician in Oklahoma to become a member. His leadership and expertise in his field have played a significant role in elevating Norman Regional as an authority in thyroid and parathyroid surgery on a national scale.



### An ever-evolving field

Being a pioneer in any field requires constant attention and implementation of the newest technologies and practices. Dr. Connally is no stranger to being on the cutting-edge of what's happening in thyroid and parathyroid surgery.

"It's an ever-evolving field," Dr. Connally said. "We went from a time when everyone had to have these big, aggressive operations with the whole thyroid removed or all the lymph nodes removed, but now we can do lobectomies for cancers and not even have to operate on people with known thyroid cancers, which is amazing."

### Repetition builds perfection

One of most distinguishing aspects of thyroid and parathyroid surgery at Norman Regional comes from the uniquely high patient volumes. According to Dr. Connally, the statistics show that 80 percent of thyroid surgeries are done by surgeons who operate on less than 20 patients a year. Twenty surgeries is roughly what Dr. Connally does each month. This means that when new technology or practices are introduced, he is able to become more familiar with them than most other thyroid/parathyroid surgeons. For example, a new device known as the PTeye system was introduced in late 2020, which allows surgeons to detect the autofluorescent properties of parathyroid glands under a laser, helping them identify the glands and minimize the risk of complications such as a low calcium state or hypoparathyroidism.

"This is technology that is available to other people, but the key is that they have to know how to use the technology," Dr. Connally said. "The advantage for patients coming to Norman Regional is that this is an everyday thing for us as opposed to the surgeons who use it every once in a while."



# Thyroid and Parathyroid Care



Dr. Connally has become a pioneer in thyroid and parathyroid surgery because he is actively implementing the latest technology and utilizing it exponentially more frequently than competitors. It goes back to the saying that repetition builds perfection and the more familiar a surgeon is with new surgical tools or practices, the more likely it is that they will get the most out of that technology and ultimately improve patient outcomes, shorten recovery time and as a whole put less stress on the patient before, during and after their procedure.



*"We want to be at the front of technology and we have to be wise about the utilization of the technology, making sure it is beneficial to patients and not just a flash in the pan," Dr. Connally said. "Being a part of the American Association of Endocrine Surgeons gives me the access to experts across the country that are in academic centers doing research to affirm which technology is beneficial. So while we aren't an academic center, I interact and get input from leading experts across the country on a regular basis and that relationship I have with them ultimately ends up benefitting our patients."*



## Functional Medicine Provides Patients with New Path to Wellness

Norman Regional's new Wellness Clinic is offering hope and answers to both patients struggling with chronic disease and those who want to stop these diseases before they begin.

Chronic diseases such as diabetes, heart disease and cancer are the leading cause of death and disability in the United States. They are also the leading drivers of the nation's \$3.8 trillion in annual healthcare costs, according to the Centers for Disease Control and Prevention.

But the Wellness Clinic and its healthcare providers don't see statistics, they see each patient as a unique person who is ready to make changes to live a healthier life.

Castel Santana, MD, is a Functional Medicine physician at the Wellness Clinic. Function Medicine is a systems biology-based approach that focuses on identifying and addressing the root cause of diseases. Oftentimes, that root cause is chronic inflammation.

*"Most patients are frustrated with no answers from standard medicine and dealing with worsening chronic disease," Dr. Santana said. "We can find those answers. By looking at chronic disease as layers of inflammation we can peel back and mitigate inflammation step-by-step. Starting in the gut and moving intracellular."*

### Gut Health

Dr. Santana notes many illness start in the gastrointestinal system. Chronic inflammation plays a key role in those diseases.

"For many of us our G.I. system harbors much inflammation with symptoms of bloating, diarrhea, constipation, foggy brain after you eat, skin issues, joint pain, etc." Dr. Santana said. "By taking away inflammatory foods and optimizing the G.I. microbiome we can mitigate most inflammation coming from the G.I. system. By doing this we can lower the risk of certain chronic diseases."

To help patients, Dr. Santana begins with testing which can help focus in on food intolerances and toxin exposure.

"Much intracellular inflammation comes from environmental toxins and the effects on mitochondria," Dr. Santana said. "Environmental toxins affect us all but some of us may be a more contact through lifestyle and environment."





Some of those toxins include mold, heavy metals and environmental chemicals. The Wellness Clinic can test a person's urine for toxins to determine treatment options.

## Holistic Approaches

The Wellness Clinic offers functional medicine as well as many other treatments for patients. Angela Schmidt, DC, provides specific chiropractic adjustments to help patients of all ages.

The clinic also offers bio-identical hormone treatment, IV therapy, genetic testing and toxin testing.

## Expanding Wellness To Two Communities

The Wellness Clinic is located in south Oklahoma City but will soon have a satellite location at The Well, a new community wellness center in Norman. Nurse Practitioner Nicole Garber will frequent The Health at the Well clinic. The Well is located in downtown Norman and features space for education, a farmers' market and the Health at the Well clinic.





## Hospitalist Nocturnists Bring Balance to Hospital Staff

In all kinds of professions, there are those who work the night shift, ensuring that things go smoothly when the daytime staff have wrapped up their shifts and gone home. In a hospital setting these physicians are known as nocturnists. They do the work of a “hospitalist” (physician specializing in treating hospitalized patients), but work exclusively during nighttime.

Working the night shift at a hospital has its challenges and takes a specific type of person who can handle working long shifts and adjusting their schedule to make this happen. However, there are many perks that come with the position as well, especially for those who enjoy the night. Nocturnists have more opportunities to enhance the patient-doctor relationship as they don’t have to worry as much about patient rounding, working around staff meetings or other daytime obligations that can affect the ability for a doctor to connect with their patients.



*“I worked as a hospitalist and later transitioned into the nocturnist schedule. It just fit my needs better and I felt like it was a good opportunity to be there and care for people when they are at their sickest in the hospital,” said Ryan Winfrey, nocturnist at Norman Regional. “One big difference as a nocturnist is that you usually see patients early on in their hospital stay, often times right when they check in. So there is a lot more discovery and investigation into what the patients are facing and developing a plan to help them.”*

The opportunities to grow skills as a nocturnist are also abundant due to the fact that at 4 a.m., the nocturnist is the specialist and there are times where they will have to make important decisions solely on their own without the luxury of an immediate consultation. So while there are many drawing factors for the nocturnist, the hospital itself also reaps many benefits from having a nocturnist like Dr. Winfrey on their team.

“Having a nocturnist definitely makes the health system more efficient. It makes sure there is someone dedicated to the night shift, rather than having doctors rotating through the night,” Dr. Winfrey said. “It allows the daytime doctors to focus on the day and put more attention to doing their job better, while they can trust me to handle the night.”

Despite the many benefits that a nocturnist brings to a health system, they aren’t present at every hospital. In fact, having a nocturnist on staff can be a major privilege for a health system. They can be difficult to recruit and in many cases there aren’t many on staff. Despite the fact that nocturnists are few and far between, this doesn’t take away from the significant impact they have on hospital efficiency.



## Care Coordination Helps Patients Once They Leave The Hospital

Norman Regional utilizes a care coordination delivery model that is patient centered and team based, it is a system of care that targets patients with high-risk acute and chronic disease.

*"Care coordination is basically managing a patient's care, but focusing more on their individual needs and providing follow up with these needs by monitoring and evaluating the care delivered. Examples include teaching them how to check their blood pressure at home and logging it, referrals to specialists, home health or hospice care, coordination of outside resources such as transportation need," said Cindy Shurow, RN, a clinic care coordinator. "We also follow up with all ER and hospitalization patients to make sure they have set up follow up appointments and or to meet their immediate needs."*



### The benefits of care coordination:

- Identifies and removes care access barriers
- Uses individualized treatment care plans
- Promotes self-management and patient education
- Improves quality patient outcomes and promotes wellness

Care Coordination includes a team of highly trained registered nurses (RNs) specializing in disease management and patient navigation. Care coordination is present throughout all levels of care. This includes the Acute Care Coordination team that makes direct contact with patients that are hospitalized, Transitions of Care team present for patients discharging from the acute care setting to a post-acute level of care including home, and the Clinic Care Coordination team that is embedded within the primary care clinics and work with the primary care providers to optimize the patients' health. The care coordination RN team ensures proper communication and handoff of the patient as they progress or require any level of care within the health system. This team working directly hand in hand each day enhances the patient experience and promotes knowledge of the medical history and complexity of the patient amongst the caregivers.

NRHS Primary Care Clinic Care Coordination Program is responsible for ensuring appropriate use of health care resources, promotion of disease self-management, and coordination between care providers for high-risk patients within NRHS primary care clinics. Primary care RN Care Managers empanel patients with chronic diseases such as Congestive Heart Failure (CHF) and/or Chronic Obstructive Pulmonary Diseases/Asthma (COPD), to decrease acute illness or exacerbations requiring ED or inpatient services. Care is focused on compliance with treatment, patient education, and preventative services.





## Care Coordination Initiatives:

- Follow up phone calls to patients with ED visit within 72 hours
- Follow up phone calls to patients discharged from hospital within 72 hours
- Primary Care appointments made within 7 days of discharge from hospital
- Direct Referral of high risk depression patients

## Care Coordination Impact:

The Care Coordination team-based approach has produced the following outcomes in our primary care patient population:

- 60% decrease in patients with Depressive Symptoms
- 23% decrease in Emergency Department Utilization
- Decrease in 30-day readmission rates from 12.1% to 9.7%
- Return to the Emergency Department within 72 hours from 3.9% to 1.7%
- Decrease of Diabetic patients with uncontrolled hemoglobin A1C from 6.8% to 2.9%

## Community Call Line

Establishing care with a primary care physician is a vital to disease prevention and mitigates patients receiving fragmented care. Care Coordination has the responsibility of the NRHS community call line (405)515-5000 starting April of 2020. From April 2020 to December 2020, 989 new primary care patient appointments were scheduled through this direct access line. The Community Call Line can also assist and connect patients to a specialty care provider if needed.



*"After I was tested positive for COVID, Cindy checked on me each day for fourteen days straight. As each new symptom appeared, she assured me that they were normal and she figured out the next steps of my care. She referred me for monoclonal antibodies, which I think was one of the most important steps in my recovery. She also referred me to a breathing specialist to check out my lungs. When I told my friends and colleagues about what Cindy was doing for me, they were astounded at the level of care. Because I had her direct number and permission to call any time, I felt I had direct access to someone who cared about my well-being." — Patient Kristin Fisher*



## Young Family Athletic Center to Elevate Wellness, Performance Offerings in Norman

The Norman Forward Quality of Life Project has plans for a new athletic facility that is set to open in 2023. The facility is unlike any other in Norman and has the potential to revolutionize the way athletes and the community as a whole approach athletics and wellness. The main difference with this facility lies in the emphasis that will be placed on the union of athletics and performance optimization. Norman Regional Health System is the exclusive healthcare partner in this endeavor and will be operating the sports and human performance center, NMotion, within the complex. NMotion will provide services including physical therapy, athletic training, strength and conditioning, functional medicine and orthopedics. There are many gyms that have personal trainers, stretching areas and even provide some nutrition options, but this facility will aim to take human performance optimization to a new level.



*"Nowhere have we put orthopedics with integrative health, with physical medicine and then performance all in one location," said James Bond, MD, an orthopedic surgeon with Norman Regional's Ortho Central clinic. "With the Norman Forward project, the city of Norman is creating some really neat opportunities in a multisport complex, but what is neat about it is that it will also have an aquatic center and in between both of those will be a medical complex. Something to prevent injuries, rehab injuries and that's where you get a facility that nobody else around has."*

### A Facility for the Whole Community

Dr. Bond is just one of the Norman Regional physicians that will be working on premise as an orthopedic specialist. He also makes a point to emphasize that the Young Family Athletic Center is not just a facility for athletes, but for the community as a whole to have something unique that will elevate wellness offerings for the city of Norman.



"This facility will also cater to people that are going to stretch and do yoga, people who are just trying to be active," Dr. Bond said. "It will also cater to people who need to be put on a nutrition plan or exercise in the water because their joints may be arthritic."



# In Our Community

Alongside all the other offerings that the Young Family Athletic Center will provide for the community, there is an emphasis on making this a state-of-the-art facility, with technology that isn't available at other athletic centers.

"We are partnering with some very interesting companies and corporations to bring in body composition DEXA scans and MERTtechnology," Dr. Bond said. "MERTtechnology is something that allows us to monitor brain waves of individuals who suffer from concussions or sleep disorders because so much of our performance starts with how we look and perceive. It's not always about what happens to us, but how we respond to what happens to us."

Norman Regional's main priority in this partnership is to keep our community well and active and in motion. Be sure to stay up-to-date on the latest news regarding the Young Family Athletic Center and Norman Regional by checking our website at [NormanRegional.com](http://NormanRegional.com).

Listen as Dr. Bond explains how this center will revolutionize care for athletes. Scan this QR code with your phone's camera.





## Infusion keeps COVID Patients out of the Hospital

A new therapy is keeping patients with COVID-19 out of the hospital and on the road to recovery. Norman Regional Health System is administering Monoclonal Antibody Therapy in an Outpatient COVID Infusion Center to high risk patients 18 years of age and older.

Lonnie Tracy, of Blanchard, was one person to receive the treatment. It kept him out of the hospital and he said he began to feel better in a few days.

"I would recommend it in a New York minute," Tracy said.

He was referred to the Outpatient COVID Infusion Center by his doctor, Ryan Turner, MD. The center is located just south of Norman Regional Hospital in its own building on Rich Street.

One of the nurses at the center is Jennifer Davis, RN, who lost her mother to the coronavirus in October 2020. She said once she heard the center was opening to help patients with COVID, she felt called to work with these patients.

"The pandemic has renewed my passion for nursing and my love of helping people," Davis said. "I wanted to work with COVID patients. I give them and this center 110%."

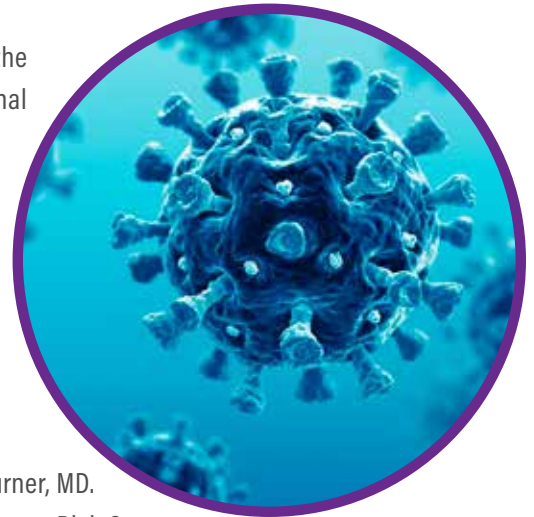
Davis said that after her mother's death, she studied COVID inside and out. She has seen firsthand the improvements made by those who receive treatment at the center and is passionate about helping them and educating them about this disease. Davis has been in the medical field for about 30 years and prior to working at the Outpatient COVID Infusion Center was an oncology nurse at Norman Regional Health System.

Aaron Boyd, MD, is an intensivist who treats patients with COVID as well as the Chief Medical Officer at Norman Regional. He is hopeful this center will provide options for patients.

"The most likely candidate will be somebody who's tested positive with symptoms recently, that is at high risk for the complications of COVID-19," Boyd said. "There are age criteria and chronic medical problem criteria that we will use to determine who can receive the infusion."

The center treated its first patient on Nov. 23, 2020. To date, 66% of patients have shown improved symptoms within 24 to 48 hours of infusion and only 1.5% of patients have subsequently been hospitalized, which is better than the percentage in manufacturers' clinical trials.

"This therapy has the potential to save lives," Davis said. "I truly think it's a miracle drug."





## Norman Regional offers first Post-COVID-19 Recovery Program in Oklahoma

Norman Regional was the first health system in Oklahoma to provide a Post-COVID-19 Recovery Program.

The program is offered at Norman Regional's Pulmonary Clinic, located inside Robinson Medical Plaza and addresses medical conditions as they emerge in patients experiencing extended or severe Post-COVID-19 symptoms. The program provides a multidisciplinary assessment, treatment and resources for patients recovering from mild to severe or extended COVID-19. These patients are also known as having "Post-COVID-19 Syndrome."



"This program is meant to encompass every aspect that could affect someone with COVID," said Sergio Garcia, MD, a board certified pulmonologist with Norman Regional's Pulmonary Clinic. "It's crucial to treat the pulmonary complications, but it also affects other areas like the cardiac system and it can cause emotional or psychological issues that are often neglected, but need to be addressed."

The effects of COVID-19 can last for extended amounts of time. Patients with Post-COVID-19 Syndrome have recovered from the worst impact of COVID-19 and now have a negative test, however continue to present symptoms that interfere with the patient's daily functions. About 10% of COVID-19 patients develop Post-COVID-19 Syndrome. In Norman Regional's primary service area, there were approximately 34,063 positive COVID-19 tests in 2020, resulting in approximately 3,406 of these patients developing Post-COVID-19 Syndrome.

"I feel confident that they can get things under control," said Erin Contreras, a patient with the Post-COVID-19 Recovery Program. "The appointment I had gave me hope and maybe hope is the best medicine because I've been feeling great."

The Post-COVID-19 Recovery Program will assist patients with re-entrance to the community and ensure continuity of care. The exact nature of ongoing deficits remains uncertain, as the needs will be tracked over time.

Patients can self-refer and will need to have a recent chest X-ray and schedule a Pulmonary Function Test with the clinic the same day as the appointment.



## Remote Patient Monitoring

The NRHS Remote Patient Monitoring program is a cutting-edge healthcare program that focuses on engaging patients in their care and ensures that NRHS patients are always connected to their NRHS providers. While NRHS providers pride themselves on developing relationships with their patients, remote patient monitoring allows providers to do so outside the walls of a provider's office. Remote patient monitoring allows providers to open a digital front door for their patients.

NRHS kicked-off the COVID-19 Remote Patient Monitoring Program in conjunction with the opening of the Outpatient COVID-19 Infusion Center in late November 2020. Since then, the NRHS Telehealth, Care Coordination, and Primary Care teams have collaborated to enroll 36 COVID-19 positive patients in the COVID-19 Remote Patient Monitoring Program.



This enrollment requires patients to connect an NRHS-issued Bluetooth pulse oximeter to an NRHS deployed smartphone application that transmits clinical data from wherever the patient is located, to the provider's office. That data is monitored by staff in the office and if the patient's values are outside of normal range, a nurse will contact the patient, make an initial assessment and direct them, and direct them to the proper level of care.

The patient also answers daily survey questions and reports a handful of other vital signs to ensure that the providers and staff have enough clinical data to make informed care decisions regarding a patient's care. One hundred percent of patients agreed that the NRHS Remote Patient Monitoring Program helped them get the care they needed, and 80% of them agreed that they were more engaged in their care because of the NRHS Remote Patient Monitoring Program.





## Dimensions Academy

Norman Regional Health System helped reshape the home of Dimensions Academy and its new building. The health system donated the proceeds from a land sale, which helped build the school's gym and storm shelter.

The purchase of the building, which formerly housed medical offices, was part of the Norman Public Schools' 2019 bond proposal that Norman residents passed with a vote of more than 80%. Located at the southeast corner of Findlay Ave. and Robinson St., the facility was renovated to meet the needs of Dimensions Academy's students.



"Our alternative education program has a long been a point of overwhelming pride for this district, and thanks to the continued support and investment of the Norman community, our students and faculty now have a building that is worthy of the life-changing work our educators provide for our students day-in and day-out," said Superintendent Dr. Nick Migliorino.

Dimensions Academy, which serves students from kindergarten through 12th grade, offers a rigorous education for students who thrive in alternative learning environments. Many students who attend Dimensions do so by choice and must apply to be accepted. The program serves more than 300 students each year.

"We are beyond grateful for all the community partners who helped us not only pass the 2019 bond, but who truly helped make this building a home for our students," Migliorino said. "From Norman Regional Health System to Eric and Nova Fleske, to the Yes For Kids Committee and everyone who voted for this bond, we are just so thankful and cannot wait for you to see the transformative impact this will have on our students."

This project is one of the many examples of Norman Regional Health System's commitment to improving the quality of life for the youngest members of our community. Norman Regional has been a 35-year partner with Norman Public Schools (NPS) in health and wellness programs such as school health services, telehealth, and athletic training.





## Project Search

Norman Regional Health System and Moore Public Schools team up for Project Search, which gives students an opportunity to learn job skills in a workplace setting. The Oklahoma Education Association recently honored Norman Regional with a citizenship award for inclusion and diversity for their work with Project Search.

Project SEARCH is a school-to-work program with a remarkable success rate for placing students with intellectual and developmental disabilities in employment that is both rewarding to them and valuable to their employers. This program is a unique approach to the critical transition from high school to adult life.

During the 2020-2021 school year, these students worked in the following departments: Food and Nutrition Services, Environmental Services, Patient Access, and Ortho Central.



See how Project Search is making a difference for students, scan this QR code with your phone's camera to watch our video.





## Ruby Grant Park

Norman Regional Health System is a sponsor of Ruby Grant Park. The 153-acre park is in northwest Norman and features a picnic pavilion, Ruby Grant memorial, inclusive playground and exercise course, dog park, multi-use trails, disc golf course and space to grow! The inclusive playground features play structures designed for all ages and abilities. This sponsorship is one way Norman Regional encourages health and wellness in an inclusive environment.



## Food Pharmacy

Oklahoma ranks fifth in the nation for food insecurity. To help our patients facing this challenge, Norman Regional Health System is piloting a Food Pharmacy in partnership with the Norman Regional Health Foundation (NRHF) and the Regional Food Bank of Oklahoma. NRHF received a \$5,000 grant from the Arvest Foundation to assist in launching the Food Pharmacy.



"Our desire is to impact both individual and population health outcomes through addressing food insecurity among our patients that are acutely ill and vulnerable" stated Erin Barnhart, Executive Director of the Norman Regional Health Foundation.

The idea for this program began from Norman Regional Hospital Authority Board Trustee Doug Cubberley who asked the health system to explore an idea such as this to help our patients. The Food Pharmacy program addresses food insecurity and malnourishment for inpatient hospital patients by:

- Screening patients upon intake to determine if their living conditions involve food scarcity or malnourishment. Currently, 8% of inpatients are screened as malnourished, approximately 800 patients per year.
- Providing one week supply of food (including frozen meals) from the Food Pharmacy, nutrition education and food pantry locations would be provided upon patient discharge.
- Connecting patients with recommendations and applications for SNAP, WIC, and community food pantry referrals.

"It is so rewarding to be able to provide food even for just a short time during these challenging times. When patients are having to choose between critical medications or dinner for their families, the Food Pharmacy can truly be lifesaving," said Kristin O'Neal, a registered nurse.

This unique program won Norman Regional's Innovation Award in 2021! Watch this video to learn more. View it by scanning this QR code with your smart phone's camera.





# Awards 2021



## Certified in Perinatal Care by The Joint Commission

Norman Regional's Maternal Child Services was certified in Perinatal Care by accrediting organization, The Joint Commission. Norman Regional Health System was first program in the state to receive this accolade. Norman Regional's healers do everything in their power to ensure the health and safety of mothers and newborns.



## Certified in Total Hip and Knee Replacement by The Joint Commission

Norman Regional's Orthopedics Program was re-certified in Total Hip and Knee Replacement by accrediting organization, The Joint Commission.



## Mission Lifeline: STEMI and NSTEMI

Norman Regional Health System received two Mission: Lifeline® Achievement Awards from the American Heart Association for implementing quality improvement measures that ensure cardiovascular patients receive efficient and coordinated care, ultimately leading to more lives saved, shorter recovery times and fewer returns to the hospital. The two awards include the Mission: Lifeline® Gold Plus and Gold Achievement Awards for the quality care given to patients who suffer severe heart attacks.



## Get with the Guidelines – Stroke Quality Achievement Award

Norman Regional Health System has received the American Heart Association's Gold Plus Get With The Guidelines®-Stroke Quality Achievement Award for their commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines.



## American College of Cardiology Cardiac Cath Lab with PCI

The American College of Cardiology has recognized the Norman Regional HealthPlex for its demonstrated expertise and commitment in treating patients who come to a cardiac cath lab for care, including diagnostic catheterizations and percutaneous coronary intervention (PCI) procedures. Norman Regional was awarded Cardiac Cath Lab Accreditation with PCI in September 2021 based on rigorous onsite evaluation of the staff's ability to evaluate, diagnose and treat patients who come to the cardiac cath lab.



## Women's Choice Awards

In 2021, Norman Regional Health System has been named one of America's Best Hospitals for emergency care, heart care, and stroke care by the Women's Choice Awards. The awards are based on robust criteria that consider female patient satisfaction and clinical excellence. The award signifies that Norman Regional Health System is in the top 10 percent of hospitals reviewed.



## Gold Performance Achievement Award

Norman Regional earned the 2021 Gold Performance Achievement Award for Chest Pain-MI Registry from The National Cardiovascular Data Registry (NCDR®).



## Certified Healthy Business

Norman Regional earned the 2020 Excellence Certification. We have received this excellence award consecutively for 17 years (2003-20).

# Health System Updates



## Social Recognition Program for NRHS Healers



### BRAVO by the Numbers

Nov. 2020 – May 2021

**22,077**  
Recognitions

**93,700**  
Points Awarded

In November 2020, Norman Regional Health System launched a social recognition platform for its 3,500 healers that offers real-time feedback, peer-to-peer recognition, and a mobile app for timely appreciation of a job well done. Norman Regional healers have penned our recognition program:

### BRAVO: Bringing Recognition and Value to Others



### On The Spot Recognition Card

This card is much like a "golden ticket" worth 500 points and presented on-the-spot when a healer has done something truly exceptional!



NormanRegional.com

#### BRAVO is an innovative social recognition platform that allows NRHS leaders and healers to:

- Focus recognition at the department and unit level
- Recognize healers working remotely
- Publically share comments and recognition events
- Use a points value system for healers to earn rewards and select prizes
- Send e-cards for anniversaries, birthdays, holidays and other healer milestones



BRAVO also uses a fast, frequent and fun badge-trophy system to celebrate performance. Healers can choose from more than 36 badges to recognize their co-workers, peers and leaders. Some of the recognition badges are listed below:

- Healers Praising Healers
- ICARE Values
- The Norman Way
- Teamwork
- Going the Extra Mile
- Safety First
- Leadership and Mentorship
- Bright Ideas
- Community Service
- Service Milestones





## Project Search



### 2021

Oklahoma Education Association  
Recognition Tuskahoma Brown  
Miller Citizenship Award for  
Inclusion & Diversity

### Entrance Requirements

- Eligible for Oklahoma Department of Rehabilitation Services
- Plan to work competitively at the conclusion of the program
- Completed high school credits necessary for graduation
- Transportation means of getting to work

### Since August 2017, Norman Regional Health System has partnered with Moore Public Schools' Project Search.

This transition to work program supports students aged 18 years with significant disabilities on their journey to employment. The service provides intensive, pre-employment support to improve the work readiness of its students and takes place entirely at Norman Regional HealthPlex.

Each day student interns report to Norman Regional HealthPlex and learn employability skills from a certified teacher in a classroom setting. Prior to beginning their duties, they receive training on skills used in the type of work assigned. The interns also participate in regular progress meetings to define their career goals and plan the necessary steps to achieve those goals. Student interns receive continual feedback on work performance from NRHS supervisors and Project Search trainers.



### Work opportunities include:

- Customer Service
- Distribution and stocking of supplies
- Clerical filing and data entry
- Dishwashing
- Environmental Services
- Linen Services
- Sanitizing Equipment
- Room preparation



NormanRegional.com

NRHS hosts eight interns each year and has graduated 26 interns in the past four years.



Thank you to the following NRHS Departments that have supported Project Search student interns

- Cardiopulmonary Rehabilitation
- Emergency Department
- Environmental Services
- Food and Nutrition Services
- Mother-Baby Unit
- Ortho-Central
- Ortho-Spine Patient Care Unit
- Outpatient Diagnostic Services
- Patient Access
- Post Cardiac Care Unit



Project Search Coordinators and Trainers with CEO, Richie Splitt





## COVID-19 Response



### Messenger RNA (mRNA) Vaccines

COVID-19 mRNA vaccines are a new type of vaccine that sends a message to our cells to make a protein that triggers an immune response to produce antibodies that prevent a viral infection. mRNA vaccines do not contain any virus. They cannot give you COVID-19 or change your DNA in any way. The successful use of vaccine technologies like mRNA and monoclonal antibodies, has the potential to produce a new era of prevention and treatment for infectious diseases.

## Pandemic 2020 • COVID-19 Surge

### February 29, 2020 • First Oklahoman Tests Positive for COVID-19

A few weeks later a national emergency was declared. This began "shelter in place" lock down and months of personal isolation, hand washing, social distancing, and working from home. Norman Regional stood-up a mobile COVID-19 testing site and the laboratory services team quickly developed faster and more accurate testing capabilities. The use of telehealth amplified, reconnecting patients to providers virtually. We learned about messenger RNA technology (mRNA) vaccines, monoclonal antibodies, remdesivir, bamlanivimab and regeneron. We did all of this and so much more in order to "flatten the curve" and slow the spread of the novel virus.



### December 2020 • Vaccines Become Available to Oklahomans

NRHS immediately began vaccinating its healers and the community. As more and more received the vaccines, hospitalizations declined and a degree of normalcy returned. Even still, as of August 2021, COVID-19 has taken more than 600,000 American lives.



### Community Partners

Throughout the pandemic, our community demonstrated its appreciation for the Healers of NRHS in a variety of ways. From parking lot celebrations to food donations and truckloads of donated Personal Protective Equipment, the outpouring of support from local residents and the business community was awe-inspiring. It allowed us to celebrate, honor and support the extraordinary efforts and courage of our amazing Healers.



## NRHS COVID-19 Facts



- 904 patients have received infusion treatment at the Outpatient COVID Infusion Center
- 128 community members received COVID infusions in the first two weeks of August
- Clinic physicians have provided 62,739 virtual visits
- Administered 12,358 COVID vaccines to healers, clinic patients, community members and Norman Public Schools middle and high school students
- 92,157 COVID PCR Tests provided to patients and the community

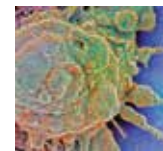


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## Pandemic 2021 • Delta Variant Surge

### July 27, 2021 • A New Variant of Coronavirus Began Sweeping the Country

A second surge launched by a new variant of the coronavirus began sweeping the country. The U.S. 7-day average of cases reached over 60,000, a level only seen before the vaccine was widely available. In Oklahoma positive cases rose as well, from 974 to 1,906 by August 18. The Delta Variant is more infectious and spreads faster than any other SARS-CoV-2 virus.



Vaccines are very effective and safe in preventing severe illness and death, even from the Delta Variant. Booster vaccine doses are now in view. Unfortunately as the new variant took hold, vaccination rates slowed. Only 41% of Oklahomans are fully vaccinated. Breakthrough infections will likely continue, but 80% of the most vulnerable Americans are fully vaccinated; which indicates death rates should be much lower than they once were. COVID-19 is projected to remain a deadly threat for the unvaccinated and immunocompromised. For the vaccinated — the risk of death from the Delta Variant is believed to be greatly reduced.

### The Leader in Health and Wellness Care

Through the challenging times, our healers continue their focus on excellent patient care by achieving multiple accreditations, launching new patient care programs, expanding services in new communities and breaking ground on the strategic, transformational plan Inspire Health. NRHS keeps fighting to transform our Health System to grow and serve the communities we serve.

Difficulties do not last forever. When we finally find ourselves on the other side of this pandemic, the strong bonds forged over the last 18 months will help us work better together to serve our community as the leader in health and wellness care.





## Oklahoma's First Post-COVID-19 Recovery Program



**"I feel confident that they can get things under control. The appointment I had gave me hope and maybe hope is the best medicine because I've been feeling great."**

*Erin Contreras, Post COVID-19 Recovery Program patient*

**Any member of the community suffering from post-COVID symptoms can self-refer to the clinic. Call 405.515.4888 to schedule an appointment.**

**Norman Regional's Post COVID Recovery Program** addresses medical conditions as they emerge in patients experiencing extended or severe post COVID-19 symptoms. The program provides patients with a multi-disciplinary assessment, treatment, and community resources. Patients with post COVID-19 Syndrome receive care from two pulmonologists, Sergio Garcia, MD and Christopher Parker, MD, and Monica Lawson, APRN-CNP.



*Sergio Garcia, MD*



*Christopher Parker, MD*



*Monica Lawson, APRN-CNP*

The effects of COVID-19 can last for extended amounts of time. About 10% of COVID-19 patients develop Post COVID-19 Syndrome. In Norman Regional's primary service area, there were approximately 34,063 positive COVID-19 tests in 2020, resulting in approximately 3,406 of these patients developing Post COVID-19 Syndrome.

Patients with Post-COVID symptoms often experience lingering effects in both pulmonary and cognitive functions which have an impact on their quality of life.



"This program is meant to encompass every aspect that could affect someone with COVID," said Sergio

Garcia, MD, a board certified pulmonologist with Norman Regional's Pulmonary Clinic. "It's crucial to treat the pulmonary complications, but it also affects other areas like the cardiac system and it can cause emotional or psychological issues that are often neglected, but need to be addressed."



# Health System Updates



## Inclusion and Diversity in Healthcare



**NORMAN  
REGIONAL**  
Health System

### Benefits of a Diverse Workforce

#### Supports

*The Norman Way* and ICARE Values of Norman Regional Health System

#### Develops

more respect and understanding for other cultures

#### Fosters

creativity and innovation

#### Reduces

language barrier challenges among healthcare workers and patients

#### Improves

patient outcomes and satisfaction

### A diverse and inclusive culture increases employee engagement, innovation and fosters better patient outcomes.

Acting on diversity and inclusion values helps a healthcare organization progress beyond measuring demographics to supporting a holistic culture where everyone feels valued. Developing an understanding of inclusion and diversity practices also supports healthcare providers in offering services that meet the unique social, cultural, and linguistic needs of their patients. In short, the better a patient is represented and understood, the better they can be treated.

### Inclusion and Diversity in Norman Regional Health System

Inclusion and Diversity Council was implemented in September 2020 in order to develop an organizational framework for education and training of NRHS healers and leadership. The initial purpose of the council focused on:

- Building an atmosphere of inclusivity and diversity of thoughts, opinions and people
- Serving as an advocacy group for inclusion and diversity
- Serving as an advisory committee to ensure system-wide implementation of inclusion and diversity practices
- Working in collaboration with executive team on inclusion and diversity strategic initiatives

This past year, the council has provided education and awareness for health system healers on different cultures' celebrations, recognitions and specialty foods. The cultural information was posted on the NRHS intranet, its social media sites and in the CEO's weekly newsletter, Norman Regional Now.



# Health System Updates



## NRHS Just Culture



"In the Just Culture, we know that all humans are destined to make mistakes, and destined to drift into at-risk behavioral choices, regardless of how well the system is designed. We must view human errors and adverse events as the outcomes to be measured and monitored. We must also view the quality of the systems we design around our employees, and their safe behavioral choices within those systems, as the two inputs to be managed." *The Just Culture Company 2019-2020*

**Most of the time, employees follow procedures and make good choices regarding their daily tasks and responsibilities.**

There are times however in which the complexity of processes, workload demands and time constraints can cause employees to drift away from standard procedures and into an at-risk behavior.

In 2019, Norman Regional Health System engaged The Just Culture Company as a partner to start its journey towards a just culture community of learning. The journey begins with what actions and behaviors are expected of healers within the complex system of healthcare.

### Five Leadership Areas of Learning:

#### Awareness

Leadership develops an awareness that well-designed processes are not perfect and neither are the people who use them. To counteract infallibility, leaders continually work to create a work environment that is least likely to cause an error.

#### Change in Mindset

Leaders must shift their focus from errors and outcomes to that of processes and behaviors. In turn, leaders proactively identify system flaws.

#### Understanding

Leadership works through the causes of an error or an incident and develops an understanding of how it occurred.

#### Processes and Behaviors

Once the investigation into the cause is completed, the leader determines what processes and behaviors need to change to prevent the error or incident from happening again.

#### Actions

Leadership consistently uses a set of rules to determine if the type and nature of the behaviors require either coaching, counseling, consoling or disciplinary action.



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## Our Mission

*Norman Regional Health System will serve our community as the leader in health and wellness care.*

## Our Vision

*Norman Regional Health System will be the provider of choice to improve the health and well-being of our regional communities.*



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