

SPRING 2024

a publication of united regional foundation

Cornerstone

Celebrating
30⁺

**YEARS of
SERVICE**

Larry DWYER
&
Lisa GREEN

More on page 6



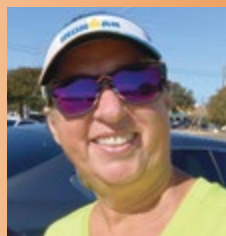
On Our Cover

Larry Dwyer, Cath Lab Director, and **Lisa Green**, Cardiology Director, celebrate 35 and 34 years (respectively) of service with United Regional, witnessing remarkable advancements in cardiovascular care. **More on pages 6-7.**

On Our Pages



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10 Meet Luca, our new CMN Champion

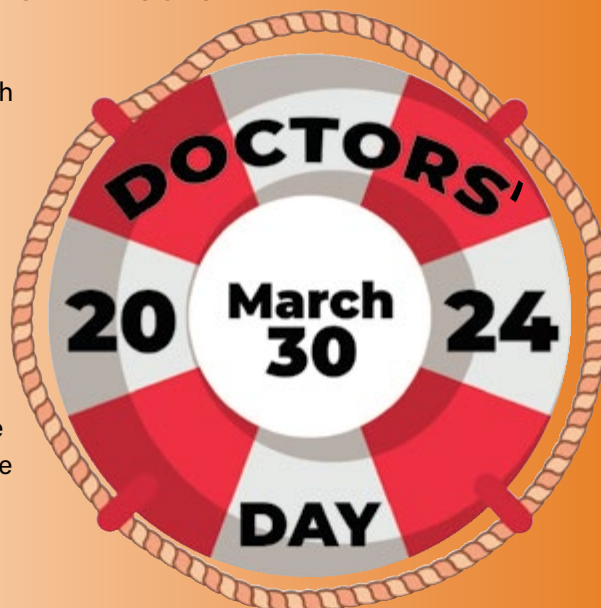
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Often on weekends, my husband and I like to eat breakfast at Sunrise & Shine Omelet Grill on Jacksboro Highway. We admire the family who runs it, especially daughter, Dede, who often waits on us. She is kind, patient, hard-working and smart as a whip. Dede grew up working in the business and continued after college graduation.

In addition to over 40 hours a week at the restaurant, Dede works another 40 hours a week at United Regional as a Special Imaging Technologist, where she performs both diagnostic X-rays and CT (computed tomography) scans. No doubt, the lessons she's learned in her family's business have helped her to succeed in her medical career. Dede's favorite place to work in the hospital is in the Emergency Department.

"I love the fast pace and critical thinking that's required for patients who have endured trauma through accidents or injury." She added, "I especially like helping children who are suffering from broken bones and helping them to feel better." At United Regional, Dede goes by her

Lessons Learned from Family Business

given name, Dalena. Her supervisor, Janelle Southard, says, "Dalena is a very hard worker, and she provides excellent patient care. I think this has a direct correlation to the work she puts in at her family's business. She is a team player and always willing to help where the need is the greatest. Dalena takes pride in her work and always gives 110%."

Like Dede, I too have learned tremendous lessons from family business. When I was a teenager, I went to work for my dad's office machine business. I

also stayed after college graduation, working in sales. Through the years, I learned much by working side by side with my dad, Larry Wilhelm.



In 1970, Dad started his business with humble beginnings, serving as his own salesperson, service person, janitor, accountant, etc. Dad had courage, tenacity, and determination with the goal of providing for his family. He led the business, Red River Electronics, Inc., for 40 years.

Dad commented, "I realized from the beginning that nothing was going to happen without hard work. It required constantly going out and building relationships with people and earning trust." Through the years several



other family members also worked in the business.

In 2011, I left the for-profit sector to serve in the nonprofit world. I took invaluable life-lessons with me. They include: 1.) faith in God is at the core, 2.) hard work is essential, 3.) sacrifice is required, 4.) developing genuine relationships is vital, and 5.) forgiveness is necessary, as mistakes will happen.

I think that God has given me and Dede double blessings. We've reaped the rewards of family business, which now serve us well in the medical sector. While we have different roles at United Regional, we share a passion for serving others and maximizing human connection for the best possible outcomes.

At your service,

Noel
Noel Filer
Foundation Director





High Needs MEDICAL PROGRAM

BREAKING THROUGH BARRIERS TO PROVIDE HOPE FEATURING PAULA PARKS, NP

The Transition Clinic serves discharged hospital patients who have ongoing healthcare needs that are exacerbated by socio-economic hardships. The Transition Clinic is not intended to be permanent care for patients; however, sometimes they need more than a few visits to get on track, especially for patients with multiple complex chronic conditions.

To meet this challenge, United Regional's Community Health team started the High Needs Medical Program (HNMP) in 2022. If patients meet criteria, they are enrolled in the program and can receive care at the Transition Clinic for up to 1.5 years. When a patient is identified as "ready" to transition to a more permanent primary care physician (PCP) setting, the HNMP provider and navigation team collaborate to oversee an effective transition.

In addition to hospital discharges, sometimes candidates for the HNMP are identified at community sponsored events such as the Mobile Food Pantry and educational events.

While in the HNMP, Paula Parks, Nurse Practitioner (NP), becomes their PCP. She works with navigators, nurses, and

specialists, to meet patients' needs. She said, "The goal of the HNMP is to make the patient ready to be successful in primary care outside of the Transition Clinic. We have successfully placed many patients into primary care, and they are thriving and doing well." Since its inception, over 300 patients have gone through this program.

Education is a key component of the HNMP. Patients learn how to care for their health needs. Paula remarked, "For example, they learn that it is their responsibility to call the pharmacy when they run out of medication. Also, instead of going to the Emergency Department for minor symptoms, they learn to call



Paula Parks, NP, assesses the lung function of HNMP patient, Harold Yetter.

me as their PCP or go to the walk-in clinic for non-emergent needs." This saves money for the whole system.

She added, "We work to get them insurance and teach them to advocate for their own health care."

Many patients want to get better, and for them, the program has become a beacon of hope.

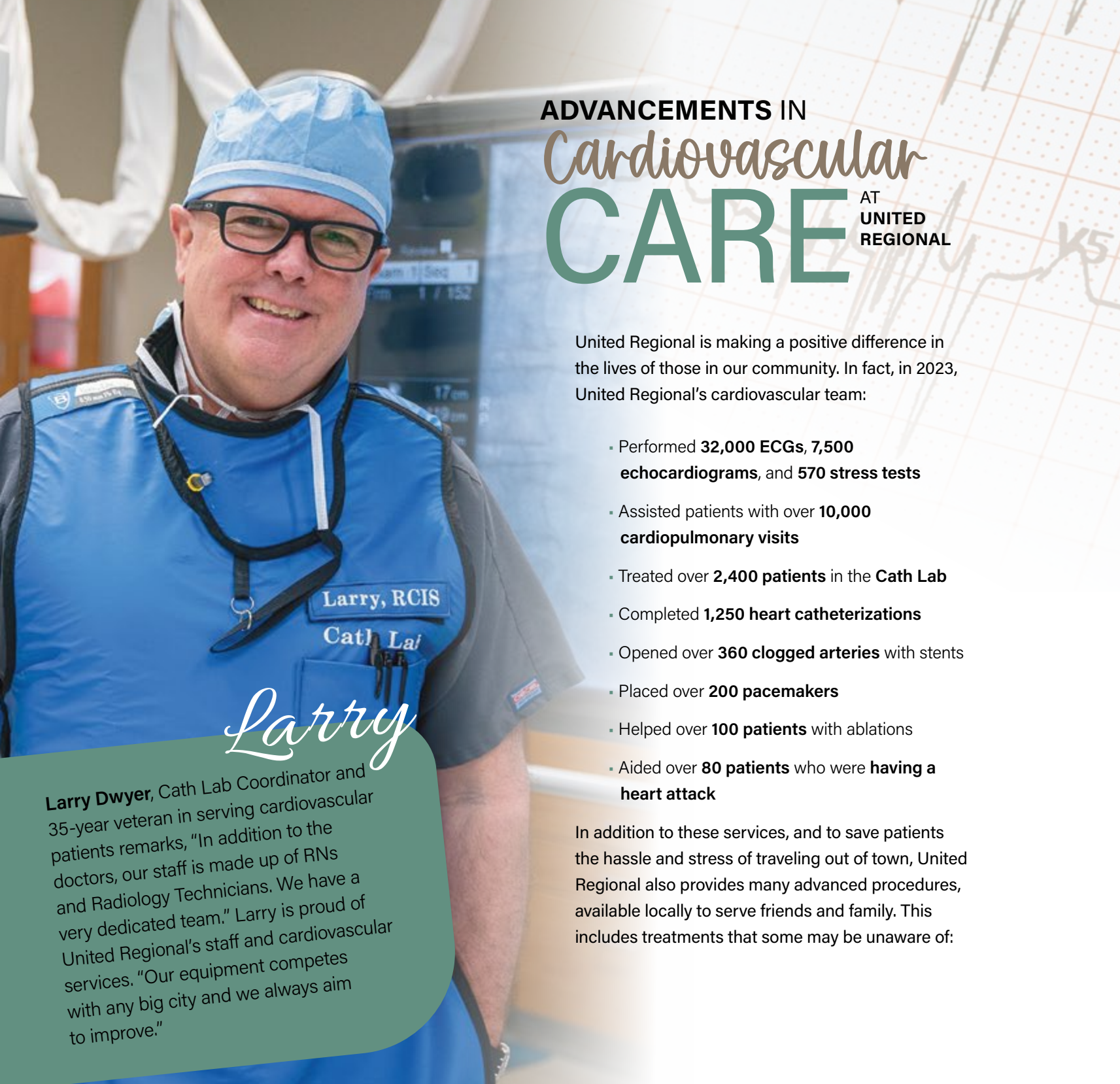
"The **Community Care Fund** is instrumental in getting these patients prepared to care for their own health,"

said Paula. "We depend on the Fund to get medications started, and other needs such as surgical assistance, dental and eye care, and more."

Nurses and navigators work constantly to find resources so that the **Community Care Fund** stretches as far as possible. This resourcefulness makes it possible to use the **Community Care Fund** for many needs. The entire team at the Transition Clinic is grateful for donations to the **Community Care Fund**. Paula concluded, "We can do more now than we ever have done before."

Paula Parks, NP (left) and Kristina Hernandez, RN (right) celebrate the health achievements of HNMP patient, Jackie Holdbrook (middle).





ADVANCEMENTS IN Cardiovascular CARE AT UNITED REGIONAL

United Regional is making a positive difference in the lives of those in our community. In fact, in 2023, United Regional's cardiovascular team:

- Performed **32,000 ECGs**, **7,500 echocardiograms**, and **570 stress tests**
- Assisted patients with over **10,000 cardiopulmonary visits**
- Treated over **2,400 patients** in the **Cath Lab**
- Completed **1,250 heart catheterizations**
- Opened over **360 clogged arteries** with stents
- Placed over **200 pacemakers**
- Helped over **100 patients** with ablations
- Aided over **80 patients** who were **having a heart attack**

In addition to these services, and to save patients the hassle and stress of traveling out of town, United Regional also provides many advanced procedures, available locally to serve friends and family. This includes treatments that some may be unaware of:

Larry

Larry Dwyer, Cath Lab Coordinator and 35-year veteran in serving cardiovascular patients remarks, "In addition to the doctors, our staff is made up of RNs and Radiology Technicians. We have a very dedicated team." Larry is proud of United Regional's staff and cardiovascular services. "Our equipment competes with any big city and we always aim to improve."

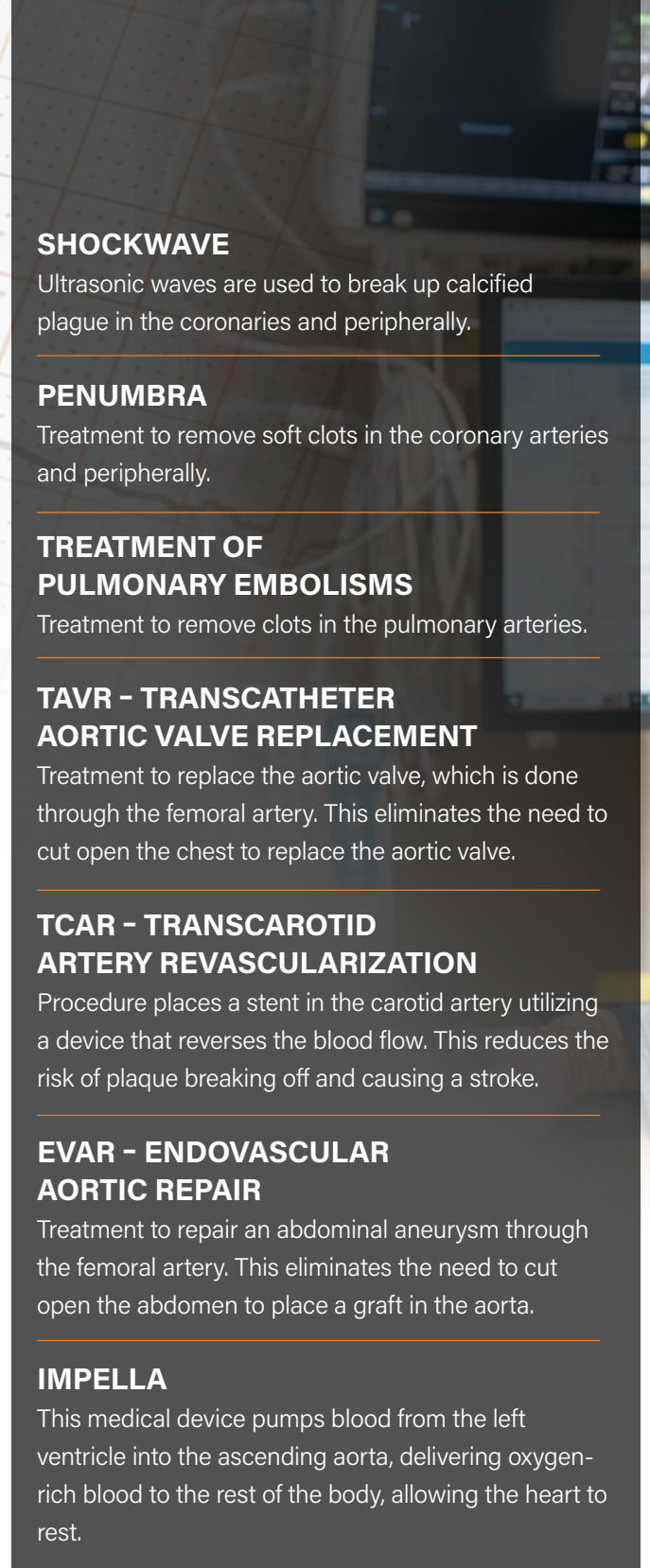
100% of every dollar goes directly to serve our community.

Please help us raise vital funds for Cardiovascular Health, the Community Care Fund, and kid's health through Children's Miracle Network.



To donate, scan the QR code or visit unitedregional.org/donate-form/

For more information, contact Noel Filer at 940-764-8459 or nfiler@unitedregional.org.



SHOCKWAVE

Ultrasonic waves are used to break up calcified plaque in the coronaries and peripherally.

PENUMBRA

Treatment to remove soft clots in the coronary arteries and peripherally.

TREATMENT OF PULMONARY EMBOLISMS

Treatment to remove clots in the pulmonary arteries.

TAVR - TRANSCATHETER AORTIC VALVE REPLACEMENT

Treatment to replace the aortic valve, which is done through the femoral artery. This eliminates the need to cut open the chest to replace the aortic valve.

TCAR - TRANSCAROTID ARTERY REVASCULARIZATION

Procedure places a stent in the carotid artery utilizing a device that reverses the blood flow. This reduces the risk of plaque breaking off and causing a stroke.

EVAR - ENDOVASCULAR AORTIC REPAIR

Treatment to repair an abdominal aneurysm through the femoral artery. This eliminates the need to cut open the abdomen to place a graft in the aorta.

IMPELLA

This medical device pumps blood from the left ventricle into the ascending aorta, delivering oxygen-rich blood to the rest of the body, allowing the heart to rest.

Lisa

Lisa Green will celebrate 34 years at United Regional this year, with the last 20 of them as Director of Cardiology. She is proud of United Regional's tremendous growth in cardiovascular services. The services are complimented by an outstanding staff. "Our staff is very experienced," commented Lisa. "We have highly credentialed cardiologists who are among the finest in the nation."



Donor support has played a significant role in the expansion of cardiovascular services. Noel Filer, Director of the United Regional Foundation, says "We can't thank our community enough for their robust support. We are grateful to the many individuals and foundations who help us provide critical, unduplicated services to advance cardiovascular health in our community."

heart of the community

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The United Regional Foundation is grateful to sponsors for their generous and continued support of this event.

Advancements in cardiovascular health at United Regional were celebrated at Heart of the Community (HOTC), hosted by the United Regional Foundation on February 10 at the new Delta Hotel in Downtown Wichita Falls. Cath Lab Coordinator, Larry Dwyer, delivered an informative presentation, showcasing a host of advanced cardiovascular procedures currently available to patients at United Regional.

Keynote speaker, **Craig Karges**, delighted the large crowd with illusions that involved several HOTC guests. He has made over 5,000 appearances on four continents and in all 50 states. Craig is the author of the best selling book, *Ignite Your Imagination*. Craig shared memory techniques and encouraged all to tap into the power of the subconscious mind to enhance creativity, intuition, and decision making.



Orthopedics EXPRESS

If suffering from a sprain, fracture, knee pain, or more, United Regional now offers a walk-in orthopedic clinic where no appointment or referral is needed. Orthopedics Express opened in October 2023, located inside the beautiful Center for Advanced Orthopedics at 1620 8th St, along Brook St.

The idea for a walk-in clinic emerged from a brainstorming session between Denna Green, URPG Practice Manager-Orthopedics, Michael Garner, Director of Surgical and Specialty Clinics, and Johnny Roberts, Vice President of Physician Practice Services.

After that initial conversation, professionals from across United Regional pulled together to bring the idea to fruition. "Sylvia Payton, Nurse Practitioner, has been our provider champion and has been a tremendous resource in growing our orthopedic walk-in clinic," commented Denna.

"Over and over, we receive positive responses for having an express clinic as an option," said Michael. "Patients can get treatment here instead of going to the Emergency Department or other places where orthopedic care is not available." Michael added that if the problem cannot be fixed or taken care of in Orthopedics Express, a process can begin to facilitate a quick referral to an orthopedic surgeon.

Orthopedics Express sees a range of patients, ages two and up. Conditions not treated include injuries to the back, neck, and chest. Orthopedics Express has been popular with athletes of all ages. One of them is Linda Knox.

Linda recently came to Orthopedics Express with knee and leg pain. She was pleased with her experience,



Linda Knox

from the moment she walked in the door until she left. "It was a short wait, maybe five to ten minutes," Linda explained. "I was surprised how quickly I was seen. It was excellent care. They listened to my concerns and had me make various movements to make sure they understood the issue. After x-rays and discussing ways to move forward, I was completely satisfied when I left."

The best news for Linda was that she was able to return to her regular exercising routine. Linda would recommend others who might find themselves in similar need to use Orthopedics Express.

Although walk-in is an option, patients are encouraged to make an appointment if they want to come at a specific time. Self-scheduling is available through MyChart, or patients can call 940-764-5400. Orthopedics Express is open Monday-Thursday from 8 a.m.- 5 p.m., and Friday from 8 a.m. - noon.





OUR 2024 Children's Miracle Network Champion LUCA BOYD



Last Fall, little Luca Boyd made his grand entrance into the world over nine weeks early! His parents, Michael and Brooke Boyd, were new to Wichita Falls, having moved here in May 2023 with their two sons, Colston (5) and Shepherd (3). Michael is an Emergency Department physician at United Regional and Brooke is an RN. They were comforted that United Regional was well-prepared for Luca's early arrival with its Level II Special Care Nursery and competent staff.

Luca was born at 30.6 weeks, weighing 4 pounds, 10 ounces.



Brooke held her precious newborn for only a moment before he was taken to the Special Care Nursery. There, he received

advanced care to help him stabilize and grow. A Giraffe Bed became his temporary home - keeping his temperature at an ideal level, monitoring his weight and vital signs, plus more.

Before moving to Wichita Falls, Brooke served as a Neonatal Intensive Care (NICU) nurse. She said, "I have been on the medical side of it, but being on the parent side is so much different. It's so scary." Brooke was aware of the process in caring for premature newborns, but not being in control was hard. Her distress lightened when she saw how the nurses took care of Luca like he was their own.

"It's the most unnatural thing to walk out of the hospital without your baby in your arms, but knowing he was receiving the best of care made it easier to leave." While Luca's

excited big brothers were anxiously waiting to meet their little brother, the Angel Eye camera, mounted over Luca's Giraffe Bed, allowed the boys to see him. They also received messages from Luca like,



"Hi, brothers; I love you!" Family members enjoyed logging in to meet and watch baby Luca.

After five long days, Mom and Dad were able to hold Luca, skin to skin. Luca went home shortly after and has thrived ever since. The Boyds feel that Luca has done so well because of the loving nurses who poured their hearts into his care, coupled with God's love and protection. We are happy to welcome Luca as our 2024 Children's Miracle Network Champion and look forward to watching him grow and thrive.

COMING IN OUR SUMMER ISSUE...



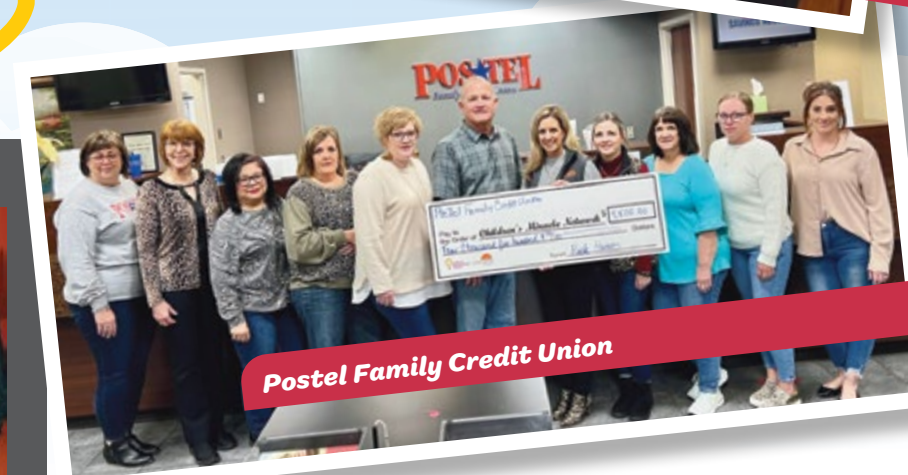
In our next issue, read about our fantastic Party on the Green event, benefitting Children's Miracle Network at United Regional.



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Wichita Falls Teachers Federal Credit Union



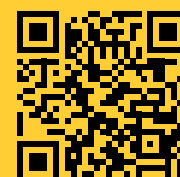
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WHAT DOES IT MEAN TO BE A CHAMPION?

Serving as the face for children treated at United Regional, a Children's Miracle Network ambassador spends time advocating for the charitable needs of CMN at United Regional.



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