



## Cheyenne Regional Health System Accolades

### HEALTHGRADES AWARDS FOR 2022

Healthgrades, a national hospital and health system quality ratings organization:

**Designated CRMC as one of “America’s 100 Best Hospitals” for Coronary Intervention for 2022** – Based on superior clinical outcomes.

### Presented CRMC with the following specialty quality awards:

- Pulmonary Care Excellence Award for six years in a row (2017-2022)
- Gastrointestinal Surgery Excellence Award for four years in a row (2019-2022)
- Coronary Intervention Excellence Award for two years in a row (2021-2022)

### Recognized CRMC for the following:

- Being among the top 5 percent in the nation for cardiology services for two years in a row (2021-2022)
- Being among the top 5 percent in the nation for coronary interventional procedures in 2022
- Being among the top 10 percent in the nation for overall pulmonary services for six years in a row (2017-2022)
- Being among the top 10 percent in the nation for gastrointestinal surgery for four years in a row (2019-2022)
- Being among the top 10 percent in the nation for cardiology services for four years in a row (2019-2022)
- Being among the top 10 percent in the nation for coronary interventional procedures for two years in a row (2021-2022)

### Recognized CRMC with top 5-star ratings for the following services:

- Treatment of Heart Failure for eight years in a row (2015-2022)
- Treatment of Heart Attack for four years in a row (2019-2022)
- Coronary Interventional Procedures for three years in a row (2020-2022)

- Pacemaker Procedures in 2022
- Treatment of Respiratory Failure for 10 years in a row (2013-2022)
- Treatment of Bowel Obstruction for three years in a row (2020-2022)
- Hip Fracture Treatment for four years in a row (2019-2022)]
- Treatment of Pneumonia for 11 years in a row (2012-2022)

### AWARDS FOR 2022

**Get With The Guidelines® - Heart Failure Gold Plus with Target: Heart Failure and Target: Type 2 Diabetes Honor Roll Award** – Recognized CRMC’s commitment to ensuring heart failure patients receive the most appropriate treatment according to nationally recognized, research-based guidelines, with the goal of speeding recovery and reducing hospital readmissions for heart failure patients. This is the fourth year in a row for CRMC to receive a Gold Plus award for heart failure treatment from the American Heart Association.

**Get With The Guidelines® - Stroke Gold Plus with Target: Stroke Honor Roll and Target: Type 2 Diabetes Honor Roll Award** – Recognized CRMC’s use of the most up-to-date evidence-based treatment guidelines to improve care and outcomes for stroke patients. This is the fifth year in a row for CRMC to receive the Gold Plus award for stroke treatment from the American Heart Association/American Stroke Association.

**Cheyenne Regional President, CEO Selected as 2022 American Hospital Association Grassroots Champion** – Cheyenne Regional Health System President and Chief Executive Officer Tim Thornell was presented with the 2022 American Hospital Association Grassroots Champion Award during the association’s annual meeting. The award is presented to one person from each state who is selected by that state’s hospital association.

Current as of August 2022.  
For more information, please visit:  
[cheyenneregional.org/awards](http://cheyenneregional.org/awards).



**Cheyenne Regional  
Medical Center**  
We Inspire Great Health!

### **CRMC Named to Emergency Quality Network**

**Honor Roll** – The American College of Emergency Physicians named CRMC to the Emergency Quality Network Honor Roll for significant achievement in stroke treatment quality metrics and performance data sharing. This Honor Roll represents best in class efforts by recognized emergency departments to standardize and improve the quality of patient care delivered on the front lines. CRMC is one of two Wyoming hospitals to be named to the Honor Roll for 2022.

### **ACHIEVEMENTS FOR 2022**

**Verified as a Level III Trauma Center** – CRMC was verified as a Level III Trauma Center by the American College of Surgeons' (ACS) Committee on Trauma. CRMC is the only ACS-verified trauma center in Wyoming.

**Credit Rating Raised to A+** – Standard & Poor's raised Cheyenne Regional's credit rating from an "A" to "A+." Having a strong credit rating means our health system is better able to afford new technology and updated services and facilities as part of our mission of inspiring great health.

**Medical Legal Partnership** – Cheyenne Regional's Population Health division hired a medical legal partnership attorney who can help Laramie County residents facing housing instability.

**Robotic-Assisted Weight-loss Surgery Performed at CRMC** – Napoleon Cieza, MD, performed robotic-assisted weight-loss surgery at CRMC. This was the first time for a bariatric surgery to be performed at CRMC using the da Vinci XI robotic surgical system.

**Heart Device Implanted to Decrease Patient's Stroke Risk** – Two cardiac electrophysiologists, Dr. Oussama Lawand and Dr. Jason Rytlewski, implanted a WATCHMAN FLX device in a patient's heart to help reduce the patient's risk of having a stroke. CRMC is one of two hospitals in Wyoming to offer this implant procedure as an alternative to the lifelong use of blood thinners for individuals with atrial fibrillation not caused by a heart valve problem. This was the first time for the procedure to be performed at CRMC.

**CRMC Offers First-of-its Kind Treatment for Heart Disease** – In March CRMC became the first hospital in Wyoming to use Shockwave technology to safely open a patient's coronary artery that was blocked due to a buildup of calcified plaque. The procedure was performed by Dr. Abdur Khan, interventional cardiologist.

### **Cancer Center Reinstates Genetic Cancer Risk**

**Assessments** – The Cheyenne Regional Cancer Center reinstated its genetic cancer risk assessment program to help individuals determine if they have a genetic variant that could put them at a higher risk for developing cancer.

**RISE Launched to Help Employees** – The RISE (Resiliency in Stressful Events) peer-to-peer program was implemented to offer support, encouragement and peer counseling to employees.

### **GE Venue Ultrasound Machine Purchased for Infusion Center**

– The machine, purchased with a grant from our Foundation, allows infusion nurses to perform peripheral IV insertions on patients with fragile or challenging veins without the help of the Vascular Access Team. This means shorter wait times and increased satisfaction for patients.

### **Laramie County Ranked 5th in Wyoming for Health Factors**

– Laramie County moved from 10th in 2021 to 5th in Wyoming for health factors in 2022. Our Population Health division is one of the agencies working on improving the overall health and well-being of Laramie County.

### **Performance Improvement Team Presents at National Meeting**

– Vizient, Inc., invited our Performance Improvement team to present at the company's Joint Medical and Quality Executives Network meeting attended by more than 100 executives. Our PI team explained how Lean Daily Management sustains performance improvement work and is associated with improved employee engagement scores and lower turnover rates.

**"You Matter/Talk to Us" Campaign Launched** – Our Population Health division partnered with Wyoming State Parks and Historic Sites and Wyoming Governor Mark Gordon's office on a suicide prevention campaign that includes informational posters on how to seek help via phone (1-800-273-TALK) or text ("WYO" to 741741).

### **Cheyenne Regional Community Prevention Project Director Recognized by Wyoming Governor**

– Brittany Wardle, Community Prevention Project Director with our Population Health division, and Director Darin Westby of Wyoming State Parks were highlighted as the monthly honorees in the June 2022 edition of the Wyoming Governor Mark Gordon's Challenge Newsletter. They were recognized for launching the "You Matter/Talk to Us" informational campaign in state parks and historic sites.

## **AWARDS FOR 2021**

**2021 Get With The Guidelines® – Heart Failure Gold Plus with Target: Type 2 Diabetes Honor Roll Achievement Award** – Recognized CRMC's commitment to ensuring heart failure patients receive the most appropriate treatment according to nationally recognized, research-based guidelines, with the goal of speeding recovery and reducing hospital readmissions for heart failure patients. This was the third year in a row for CRMC to receive a Gold Plus award for heart failure treatment from the American Heart Association.

**2021 Get With The Guidelines® – Stroke Gold Plus with Honor Roll and Target: Type 2 Diabetes Honor Roll Achievement Award** – Program goal is to speed recovery and reduce death and disability for stroke patients. This was the fourth year in a row for CRMC to receive a Gold Plus stroke care award from the American Heart Association/American Stroke Association.

**Epic Gold Stars Level 7** – CRMC was awarded an Epic Gold Stars Level 7 for the use and functionality of its electronic medical record (EMR) system. Level 7 means that CRMC has successfully adopted more than 70 percent of Epic's Gold Stars features and places CRMC and the Cheyenne Regional Health System in the top 19 percent of Epic EMR customers worldwide.

**Most Wired Award** – The goal of Most Wired is to “elevate the health and care of communities around the world by encouraging the optimal use of information technology.” CRMC achieved level 7 out of 10. The award is given by the College of Healthcare Information Management Executives (CHIME). This was the eighth year in a row for CRMC to be recognized.

**Plan Sponsor Council of America Award (PSCA)** – CRMC's Human Resources Dept. and our Empower Retirement partner received a national third-place award from the PSCA, recognizing our joint efforts to encourage employee participation in Cheyenne Regional's Empower retirement plans.

**CRMC Pharmacist Receives National Award** – Nathan Parker, a CRMC pharmacist, was presented with an Excellence in Innovation Award from the National Alliance of State Pharmacy Associations and Upsher-Smith Laboratories for his work on CRMC's pharmacist-driven penicillin allergy assessment and skin-testing program.

**Cheyenne Regional Chief Operating Officer Receives National Award** – Robin Roling, Cheyenne Regional's COO, received a “Senior-Level Healthcare Executive Award” from the American College of Healthcare Executives.

**Vascular Access Team RN Receives Nursing Excellence Award** – David Jungck, a registered nurse with CRMC's Vascular Access Team, received a “Norman S. Holt Award for Nursing Excellence” from the Wyoming Hospital Association.

## **Achievements for 2021**

**LifeLine Medical Air Transport Service** – CRMC partnered with UCHHealth to provide the LifeLine medical air transport service.

**Alzheimer's and Dementia Care Program** – CRMC began its new Alzheimer's and Dementia Care program to help patients and family members address and manage the complexities of Alzheimer's disease and other types of dementia.

**Lymphedema Program** – CRMC's Cancer Center offered a new program to prevent or reduce the development of secondary lymphedema in cancer survivors.

**MDSave Partnership** – CRMC partnered with MDSave to help increase access to healthcare for patients with high-deductible health insurance plans or who have no health insurance.

**Primary Stroke Center** – The Joint Commission recertified CRMC as a Primary Stroke Center. This certification recognizes healthcare organizations that provide stroke-focused clinical programs across the continuum of care.

**Cheyenne Regional Heart & Vascular Institute Renovation** – Construction of the new space for our health system's comprehensive Heart & Vascular Institute was completed on the third floor of the Medical Office Building.

**Mother/Baby Unit Renovation Starts** – CRMC began construction to renovate its Mother/Baby Unit as part of our health system's 10-year Master Facility Plan.

**Renovations to Emergency Department Lobby/Entrance** – Two separate entrances were created – one for patients who are experiencing fevers and coughs and other symptoms indicating a potentially contagious illness and the other entrance for patients experiencing non-contagious symptoms.

**Fund a “Low Barrier” Winter Shelter (with a grant from Cheyenne Regional’s community benefits program)** – Run by local COMEA Shelter staff, this dedicated space would be used in the winter for homeless residents who can’t meet the main shelter’s sobriety requirements, to ensure that homeless residents have a safe, warm place to stay during the region’s bitterly cold winter nights.

**PFO Procedure “First” at CRMC** – This procedure was performed in CRMC’s Cardiac Catheterization Lab in October—for the first time ever in Wyoming. The procedure uses a device to close a small hole between the upper chambers of the patient’s heart. The hole can allow blood clots to flow between the chambers of the heart and then to the brain, where they can cause what’s known as a cryptogenic stroke. Being able to close this hole is a game changer for individuals who have already had a cryptogenic stroke or who may be at high risk.

**Surgery “First” at CRMC** – Dr. Steven Beer, a local neurosurgeon, performed minimally invasive surgery to fuse a patient’s sacroiliac joint using our Mazor X robotic technology. This was the first time that a surgeon in Wyoming performed this procedure using the Mazor X.

**Durable Medical Equipment Breast Pump Provider** – Lori Bousugge, CRMC lactation consultant, led an effort to find a durable medical equipment breast pump provider for Wyoming Medicaid members who have reached 28 weeks gestation or who are currently breastfeeding. This means that eligible Medicaid members statewide now have access to a quality and affordable breast pump.

**“CRMC Go!” App Launched** – CRMC’s Marketing team launched a new app that allows employees and guests to use their mobile devices to conveniently access information about CRMC and its affiliated medical group, CRMG.