



Cheyenne Regional Health System Accolades

HOSPITAL QUALITY AWARDS: CALENDAR YEAR 2023

Healthgrades designated CRMC as one of America’s 100 Best Hospitals for Coronary Intervention for Three Years in a Row (2021-2023) – This recognition means that CRMC is in the top 10 percent of hospitals nationwide for its coronary intervention outcomes as measured by Healthgrades.

CRMC received the following specialty quality awards from Healthgrades:

- Gastrointestinal Surgery Excellence Award for five years in a row (2019-2023)
- Coronary Intervention Excellence Award for three years in a row (2021-2023)

CRMC also received top 5-star ratings from Healthgrades for the following services:

- Treatment of Heart Failure for nine years in a row (2015-2023)
- Treatment of Heart Attack for five years in a row (2019-2023)
- Coronary Interventional Procedures for four years in a row (2020-2023)
- Treatment of Respiratory Failure for 11 years in a row (2013-2023)
- Treatment of Sepsis in 2023
- Treatment of Pulmonary Embolism in 2023
- Treatment of Bowel Obstruction for four years in a row (2020-2023)
- Treatment of Pneumonia for 12 years in a row (2012-2023)

Recognized with the Mission: Lifeline STEMI Receiving Center Silver Plus Achievement Award

CRMC received this recognition for implementing rapid, research-based care for patients experiencing a type of severe heart attack known as an ST elevation myocardial infarction (STEMI). A STEMI is the most deadly type of heart attack, caused by a complete blockage of one of the main arteries supplying blood to the heart. Hospitals designated as Mission: Lifeline receiving centers provide round-the-clock STEMI treatment.

This support includes coordinating with a network of referring hospitals and emergency medical services to provide guideline-directed STEMI and NSTEMI care.

Received the American Heart Association’s (AHA) Get With The Guidelines® - Heart Failure Gold Plus Quality Achievement Award – CRMC received this award for its commitment to improving outcomes for patients with heart failure, which results in reduced admissions and more healthy days at home. CRMC also received recognition on the AHA’s Target: Heart Failure Honor Roll for meeting specific criteria focused on improving medication adherence, providing early follow-up care/coordination and enhancing patient education. In addition, CRMC was placed on the AHA’s Target: Type 2 Diabetes Honor Roll for ensuring patients with type 2 diabetes receive the most up-to-date, evidence-based care when hospitalized due to heart disease or stroke.

Received the 2023 Get With The Guidelines® - Stroke Gold Plus with Target: Type 2 Diabetes Honor Roll Award – Gold-level hospitals must meet rigorous time-sensitive metrics for treating patients experiencing an acute stroke and must follow proper medication use and other key treatments aligned with the most up-to-date stroke guidelines. The honor roll award was received for ensuring that patients with type 2 diabetes receive the most up-to-date, evidence-based care when hospitalized due to a stroke.

Received Seven National Aster Awards for Marketing CRMC’s Marketing Dept. received two gold and five silver Aster Awards for work the department created in 2022. This awards competition is one of the largest and most respected healthcare marketing competitions in the nation. The program has recognized outstanding healthcare professionals for excellence in advertising and marketing for more than 20 years.

Current as of December 2023.
For more information, please visit:
cheyenneregional.org/awards.



CRMC Recognized as 'Most Wired' for 10th Consecutive Year – The College of Healthcare Information Management Executives (CHIME) recognized CRMC as a “Digital Health Most Wired” hospital for the 10th consecutive year. Healthcare organizations participating in the Most Wired program are certified as Level 1-10 based on the results of the annual CHIME survey. CRMC was the only hospital in Wyoming to receive Level 8 or higher for 2023.

CRMC Received Sepsis Certification from The Joint Commission – CRMC received this certification by demonstrating continuous compliance with The Joint Commission’s standards for early recognition and treatment of patients with sepsis as well as educating staff, patients and the community about sepsis. To obtain certification, CRMC underwent a rigorous onsite review from a Joint Commission surveyor. Certification is considered The Joint Commission’s “Gold Seal of Approval.”

ACHIEVEMENTS: CALENDAR YEAR 2023

New Intensive Care Unit Opened – CRMC celebrated the grand opening of its new Intensive Care Unit (ICU) in November. At 17,000 square feet, the new ICU is almost 2½ times bigger than the former ICU. It also features several enhancements, including 17 single-occupancy rooms with full bathrooms; eight rooms designed to care for patients with infectious diseases; and two rooms with specialized equipment to ensure safe care for bariatric patients. Another improvement is a large, new family waiting area and the addition of a family conference room, staff break room and a large storage area for ICU equipment. The unit also includes paintings and imagery depicting nature scenes to provide a more comforting environment for patients, families and staff.

CRMC Pain Management Physicians First in Wyoming to Implant SPRINT® Nerve Stimulation System for Pain Treatment - Dr. Natalie Winter and Dr. William Denk with the CRMG Medical Specialty Clinic were the first in Wyoming to use the SPRINT® Peripheral Nerve Stimulation (PNS) system, a minimally invasive and nonopioid neurostimulation device used to treat acute and chronic pain. The system works by implanting a thin lead wire called a MicroLead™ that targets a peripheral nerve. The placement is typically conducted as an outpatient procedure performed under local anesthesia. The MicroLead is attached to a matchbox-sized external pulse generator that is worn on the body. The generator sends gentle electrical pulses through the MicroLead to the nerve. Patients can adjust the stimulation level using a handheld Bluetooth-enabled remote control. The MicroLead is removed in the physician’s office after 60 days.

Received 'Age-Friendly' Status – CRMC’s Behavioral Health Services outpatient clinic was recognized as being “Age-Friendly.” More than 2,700 hospitals,

outpatient clinics and health systems have joined the “Age-Friendly Health Systems” initiative, which is led by the Institute for Healthcare Improvement and The John A. Hartford Foundation. Healthcare organizations that have received this recognition have demonstrated that they are implementing evidence-based practices specifically designed to improve care for older adults.

CRMC Cardiac Electrophysiologist Implants Cardiac Contractility Modulation Device for First Time in Wyoming – Dr. David Oakes and CRMC’s Cardiac Services Electrophysiology team implanted an Optimizer® Smart Mini device into a patient for the first time in Wyoming. The device delivers precisely timed electric pulses that increase the heart’s contraction, or squeeze. Better contraction provides better perfusion, which leads to increased energy and decreased shortness of breath for patients with heart failure. This novel therapy is known as cardiac contractility modulation.

Recognized as a Level 1 Pediatric Receiving Facility CRMC was recognized as a Level 1 Pediatric Receiving Facility by the Wyoming Department of Health’s Office of Emergency Medical Services. Wyoming Pediatric Recognition is part of a federal program to ensure that certified hospitals have the appropriate services, equipment, disaster preparedness and staff competencies to treat an acutely injured or ill child.

Received Accreditation in Computerized Tomography (CT), Nuclear Medicine and for MRI and Ultrasound Technology from the American College of Radiology (ACR) – ACR accreditation is considered the “gold standard” for medical imaging, ensuring national standards of quality and care are met. To receive ACR accreditation, an imaging center must voluntarily undergo a rigorous inspection by independent, board-certified physicians and medical physicists who assess and rate the facility based on their personnel qualifications, equipment and image quality, quality control procedures and quality assurance programs.

Dialysis Care Transitioned to In-house Service CRMC installed four new Outset Tablo kidney dialysis machines as part of transitioning dialysis care to an in-house service.

Operating Room 10 Dedicated to Urological Surgeries – Operating Room 10 was expanded, rewired and re-leaded to facilitate the many urological surgeries that take place at CRMC. Part of the upgrade included installation of a new state-of-the-art surgical table with a Dornier Genesis medical imaging machine. The table is designed specifically for urological procedures and includes features that enhance the surgeon’s ability to diagnose and treat a variety of conditions.

Certified as Zephyr® Valve Assessment Center

Cheyenne Regional Medical Group/Cheyenne Regional Medical Center became the first certified Assessment Center in Wyoming to determine if patients with COPD or emphysema qualify for a treatment using Zephyr® Valves. This minimally invasive option has been shown to help patients breathe better and have increased stamina, often improving their overall quality of life. The certification was made possible thanks to the work of Pulmonologist/Critical Care Specialist Dr. Danille Prime and Cheyenne Regional's Pulmonology and Critical Care team.

'Inspiring Great Health!' Podcast Launched

Cheyenne Regional's Marketing Dept. launched this health-focused podcast in March, with new episodes scheduled every two to three weeks.

Participated in Mass Evacuation of Skilled Nursing Facility

CRMC helped with the mass evacuation of residents from a local skilled nursing facility due to facility safety. The evacuation was a joint effort that included Cheyenne and Laramie County emergency response and public health agencies.

Laramie County Ranked Among Healthiest in Wyoming

Laramie County was ranked as the sixth (out of 23) healthiest county in Wyoming based on a range of health behaviors, social and economic factors, the availability of clinical care and the physical environment. Our health system's Wyoming Institute of Population Health has been working toward improving the health and wellness of Cheyenne and Laramie County residents for many years through its evidence-based work and ongoing partnerships with local nonprofit agencies focused on health outcomes and factors.

Cheyenne Selected for 'Peer Cities Network'

Cheyenne was one of five cities selected from a nationwide pool of applicants to participate in this network that helps cities address critical housing shortages. Our health system's Wyoming Institute of Population Health and Cheyenne Regional's Director of Community Health & Analysis Amy Spieker worked with city employees and other local nonprofits to prepare the application. Addressing housing needs greatly impacts patients' health and is also part of the local Community Health Improvement Plan. Cheyenne Regional Community Prevention Project Director Brittany Wardle also participated in the local work group.

CRMC Foundation Enabled Community Support of Cheyenne Regional

Through the very generous support of individuals and organizations across the community, the CRMC Foundation provided almost \$4 million in financial support to multiple Cheyenne Regional health system projects, programs, departments and service lines in 2023.

These funds came from individual gifts, public and private grants as well as annual events. Events included an Employee Auction, Great Bison Shuffle, Charity Golf Classic and the annual Denim & Diamonds gala.

Volunteers Provided Outstanding Service - CRMC volunteers provided 15,910 hours of service to CRMC in 2022 and presented CRMC with a check for \$169,594 at their annual Pink Geranium banquet in May 2023.

CRMC Installed New, Advanced PET/CT Scanner

CRMC is the only medical facility in Wyoming and one of only three facilities in the region to offer the highly advanced imaging capabilities of the Siemens Biograph Vision™, a next generation positron emission tomography/computed tomography (PET/CT) scanner that produces medical images with greater accuracy and efficiency and with less radiation exposure than older scanners.

CRMC Surgeon Used Ellipsys® Vascular Access System for First Time in Wyoming

Dr. Elias Kfoury used new technology to create an endovascular fistula (a permanent connection between an artery and a vein in a patient's arm). This was the first time for the procedure to be done in Wyoming and is expected to be an alternative minimally invasive option compared to traditional surgery for many kidney patients who need hemodialysis. The procedure, known as the Ellipsys® Vascular Access System, uses a small needle puncture and catheter with ultrasound guidance to create the fistula. There is no need for incisions or stitches. The procedure can also be performed in an outpatient setting in as little as 20 to 30 minutes and requires little to no recovery time.

New Needle-free Blood Draw Technology Implemented

CRMC began using a new needle-free blood draw technology called the PIVO™ Pro Needle-free Blood Collection Device. The PIVO™ Pro is a single-use, disposable sterile device that temporarily attaches to a patient's existing peripheral IV catheter (typically placed in the hand or arm) to collect a blood sample. When using a traditional peripheral IV catheter, blood return can be limited due to blockages and/or obstructions in the catheter. The PIVO™ Pro eliminates these obstacles, allowing clinicians to collect reliable blood samples without creating additional pain and anxiety for the patient.

Kidney Care Clinic Joined Heart & Vascular Institute

Cheyenne Regional Medical Group's (CRMG) Kidney Care Clinic moved to the CRMG Heart & Vascular Clinic in July. The move benefitted patients by allowing them to see their nephrologist, get lab work done and have an ultrasound in one location. Patients who need vascular surgery consultations will also be able to do those in the same area.

Launched Café 214 ‘Micro Market’ - This new service provides 24-hour access to employees at Café 214 via employee badge-only access after normal café hours. Employees can choose from several options, including to-go meals, snacks and desserts in addition to bottled beverages and self-serve hot coffee, tea, chai and cocoa.

Launched New Website - CRMC’s Marketing & Communications Dept. launched a new website that offers several user-friendly upgrades and enhancements, including a simplified search capability, new language selection feature and in-depth information about local physicians and providers, Cheyenne Regional Medical Group clinics and hospital services.

INDIVIDUAL AWARDS AND ACHIEVEMENTS: CALENDAR YEAR 2023

Dan Zwonitzer Honored by Wyoming County Commissioners Association - Dan Zwonitzer was presented with one of two “Legislator of the Year” awards from the Wyoming County Commissioners Association (WCCA). Dan works at CRMC as an Organization Development Partner in addition to being a Wyoming legislator representing Laramie County. In announcing the 2023 award, the WCCA noted that Dan “has championed vital legislation benefiting counties, with a particular focus on initiatives related to emergency medical services and volunteer firefighters.”

Ann Fournier Recognized as One of Seven Finalists for the Norman S. Holt Award for Nursing Excellence CRMC Cardiovascular Nurse Ann Fournier, RN, was one of seven finalists from across Wyoming nominated for the Norman S. Holt Award for Nursing Excellence. The award is given annually by the Wyoming Hospital Association. Ann has been a registered nurse for more than 40 years. Throughout that time, she has shown concern and passion for improving nursing care within CRMC and the community at large. She also provides compassion, understanding and education to her patients and recognizes that nursing is part of an interdisciplinary team that works together to provide patients and our community with the best care possible.

Cynthia Nunley Honored by National Organization Cynthia Nunley, a longtime Enroll Wyoming navigator, was one of 10 people from across the United States honored by Beyond the Basics during its 10th anniversary celebration of the Affordable Care Act and the health insurance marketplace. Beyond the Basics is a national organization that provides training and resources for navigators and others who help people enroll for coverage through the marketplace, Medicaid and the Children’s Health Insurance Program.

Cynthia was recognized for being “a beacon of hope since the beginning of the Affordable Care Act” and for working “selflessly, tirelessly, and with great passion to find, educate, and assist consumers, always going the extra mile to help.” Enroll Wyoming was started as an outreach of the Wyoming Institute of Population Health, a division of CRMC.

Cindy Hunter Received ‘Do-Gooder’ Award - Cindy Hunter, a CRMG Family First nurse, received this award from Wyoming News Now, a local TV station, and Blue Federal Credit Union. The award was announced on the station’s Jan. 4 evening newscasts. The person who nominated Cindy said she “goes out of her way to help everyone.”

Tracy Garcia Recognized by Wyoming Hospital Association - Cheyenne Regional Chief Nursing Officer (CNO) and Vice President of Clinical Services Tracy Garcia was recognized at the Wyoming Hospital Association’s annual banquet in August 2023 for her outstanding work with other CNOs around the state for promoting safe work environments for healthcare employees.

Robin Roling Appointed to ACHE’s Council of Regents - Robin A. Roling, Fellow of the American College of Healthcare Executives (ACHE) and Cheyenne Regional’s Chief Operating Officer, was appointed to the Council of Regents, the ACHE’s legislative body. The Council provides advice and counsel to the ACHE’s Board of Governors and is responsible for electing the Board of Governors and its Chair.

Tim Thornell Served as Wyoming Hospital Association Chair - Cheyenne Regional President and CEO Tim Thornell served as the Chair of the Wyoming Hospital Association in 2023.

Amy Shaw, PAC-C, Served on National Steering Committee for National Learning Collaborative - The committee/collaborative is creating provider-specific and patient/family-specific education and resources for the dementia population, based on the UCLA Alzheimer’s & Dementia Care program. (CRMC is one of the first 15 sites in the nation to adopt the UCLA program.) Amy is a CRMC Supportive Care provider and is also an instrumental member of the CRMC Alzheimer’s & Dementia Care program team.

Landon Brown Received Chamber of Commerce Award - Landon Brown, the Cheyenne Regional Foundation’s Director of Annual Giving & Grants, was awarded “Business Advocate of the Year” by the Greater Cheyenne Chamber of Commerce. As reported in the Wyoming Tribune Eagle, Landon received this award for “relentlessly advocating for the business community and economic growth in the community.”

Peggy Leland Named 'Hospital Volunteer of the

Year' - CRMC Volunteer Peggy Leland was presented with the Wyoming Hospital Association's "Hospital Volunteer of the Year" award during its annual banquet in August. At that time, Peggy had volunteered for more than 17,430 hours in 14 ½ years. She works in the Pink Boutique, makes blankets, helps with the annual holiday sale and gift wrapping, organizes bake sales, volunteers for the Grant Committee and has been on the Past Presidents Scholarship Committee. She was also instrumental behind the development of the Healing Garden and has served on the Volunteers' Board of Directors as President, Past President and Treasurer.

Jessica Gerhart Received 'Blue It Forward'

Recognition - Jessica Gerhart, CRMC Emergency Department RN, was highlighted on the weekly KGWN-TV and Blue Federal Credit Union "Blue It Forward" segment. The feature noted that Jessica is "an outstanding nurse" and that "her positive and caring personality helps her patients get through some of the roughest days."