

Taking care of
you
& the place
we call home.

NORTHWEST HEALTH 2023 Community Benefit Report



565,500
Patient Encounters



\$181 million
Uncompensated Care



\$8.5 million
Capital Investments



\$187 million
Payroll



\$14 million
Taxes Paid

Overall Community Benefit

\$425 million



Northwest Medical Center – Bentonville



Siloam Springs Regional Hospital



Northwest Medical Center – Springdale



Northwest Health Physicians' Specialty Hospital,
Fayetteville



Northwest Medical Center –
Willow Creek Women's Hospital, Johnson

*Helping people get well and live healthier
is rewarding work. We are grateful for the
trust every patient places in us.*



2023 Highlights



● PATIENT CARE

Over the course of 2023, Northwest Health played a vital role helping people get well and live healthier at more than 565,000 patient encounters across its hospitals and growing network of clinics and outpatient care sites.

● EMERGENCY CARE

At more than 86,000 emergency department visits each year, lifesaving medically necessary care is provided for all patients regardless of their ability to pay.

● UNCOMPENSATED CARE

We provided more than \$181 million in charity and uncompensated care for the community's most vulnerable and have resources to help them secure medications and medical support devices.

● ADDRESSING SOCIAL DETERMINANTS OF HEALTH

Through financial donations and acts of service, we support the work of local charitable and community organizations, including American Heart Association, Jackson L. Graves Foundation, March of Dimes and Susan G. Komen. Our annual Jars of Love drive collected more than 7,500 jars of peanut and other nut butters for local food banks in 2023.

● GROWING FUTURE PROVIDERS

We provide an RN residency program to help new graduate nurses transition to independent practice with competence and confidence. And our Springdale hospital is a clinical rotation site for the University of Arkansas for Medical Sciences family medicine residency program.

● GROWING CARDIOLOGY SERVICES

We recently added cardiology services by recruiting an interventional cardiologist, expanding the service area to Siloam Springs and offering the convergent ablation procedure for those with longstanding Afib.

● CARING FOR MOMS AND BABIES

The women's departments in Bentonville, Johnson and Siloam Springs implemented a postpartum bracelet program for mothers who delivered at a Northwest facility. The bracelet conveys to emergency personnel that a person had a baby within a year enabling them to consider postpartum complications for diagnosis.

The hospitals at Bentonville, Siloam Springs and Willow Creek are part of the Arkansas Perinatal Quality Collaborative, a statewide hospital collaboration that aims to prevent maternal deaths. Siloam Springs also received the prestigious baby-friendly designation by Baby-Friendly USA in 2023.

● GROWING SERVICES

We brought technologies to the area, including 3D mammography equipment with upright biopsy capability, and a new MRI in Bentonville that provides expanded exam services, including abdominal, bariatric, breast and vascular imaging. Siloam Springs expanded its surgical services to include robotic-assisted orthopedic surgery.

SERVICES

 5 Hospitals

 2 Standalone
Emergency Departments

 26 Physician Clinics

 1 Urgent Care Center

 2 Ambulatory
Surgery Centers