

Taking care of
you
& the place
we call home.

NORTHWEST HEALTH 2024 Community Benefit Report



611,300
Patient Encounters



\$191 million
Uncompensated Care



\$4.9 million
Capital Investments



\$190 million
Payroll



\$15 million
Taxes Paid

Overall Community Benefit

\$436 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.*



Volume and dollar amounts are approximate.
Overall Benefit includes charitable contributions and dollars spent locally.

2024 Highlights



● PATIENT CARE

Over the course of 2024, Northwest Health played a vital role helping people get well and live healthier at more than 611,000 patient encounters across its hospitals and other sites of care.

● UNCOMPENSATED CARE

We provided more than \$191 million in charity and uncompensated care for the community's most vulnerable and have resources to help them secure medications and medical support devices.

● QUALITY EMERGENCY CARE

Our emergency department delivered medically necessary, life-saving care at more than 84,000 visits in 2024, regardless of the individual's ability to pay.

● PRIMARY CARE

We've made it easier to access primary care in our community by welcoming five new providers to the area through Northwest Physicians, LLC, an affiliate of Northwest Health. With more than 25 locations throughout Northwest Arkansas and the convenience of online scheduling with many of our providers, connecting with a Northwest physician close to home has never been easier.

● ADDRESSING SOCIAL DETERMINANTS OF HEALTH

Through financial donations and acts of service, we support the local charitable and community organizations, including Community Blood Center for the Ozarks, Dress for Success NWA and Single Parent Scholarship Fund. Our second annual Jars of Love drive collected more than 1,300 jars of peanut and other nut butters for Northwest Arkansas Food Bank and The Manna Center.

● DEVELOPING 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 SERVICES

We have improved access to specialized care for our patients by recruiting a breast surgical oncologist, orthopedic and spine surgeon and cardiovascular thoracic surgeons so patients may receive high-quality specialized care close to home, without the need to travel long distances. And to further support our community's behavioral health needs, we have dedicated 20 beds specifically for the treatment of patients 55 and older, and opened an intensive outpatient program.

● CARE MANAGEMENT AT HOME

Patients with chronic conditions such as hypertension, heart failure and type 2 diabetes are benefitting from our program offered by physicians of Northwest Physicians, LLC. The program is supporting earlier interventions and better outcomes for patients.

SERVICES



5 Hospitals



2 Standalone
Emergency Departments



27 Physician Clinics



1 Urgent Care Center



2 Ambulatory
Surgery Centers