

# Baptist Health Floyd Quality, Safety, and Patient Experience Annual Report

FISCAL YEAR 2025



 **BAPTIST HEALTH**<sup>®</sup>  
FLOYD

As we reflect on Fiscal Year 2025, I am filled with gratitude and pride for the dedication and resilience shown by our Baptist Health Floyd family. This year has been one of growth, collaboration, and continued excellence, as we remain committed to delivering the highest quality of care to our patients and the communities we serve. In a time when healthcare continues to evolve, we have embraced new challenges and opportunities, staying true to our mission of improving health through compassionate service and innovative care.

Our accomplishments this year speak to the collective strength of our team. Whether it's through expanding services, improving patient safety and outcomes, or implementing new technologies, Baptist Health Floyd continues to set the standard for exceptional care. We've deepened our commitment to being a High Reliability Organization, embedding safety and quality into every facet of our operations, and fostering a culture of continuous improvement.

Looking ahead, our focus remains clear: we will continue building a foundation of trust and reliability. Our goal is to make Baptist Health Floyd the safest place to receive care and to work. This means advancing our High Reliability practices, where safety is always our top priority, and every team member is empowered to prevent harm. Through teamwork, accountability, and a relentless pursuit of excellence, we will strengthen the trust our patients, their families, and our staff place in us each day.

We are committed to creating a work environment where everyone feels supported, valued, and confident in delivering exceptional care. By fostering trust within our team and among our patients, we can ensure that Baptist Health Floyd not only meets the highest standards of care but also becomes a national leader in patient safety and employee satisfaction.

Thank you for your unwavering dedication and support. It is an honor to serve alongside such an outstanding team, and I look forward to what we will accomplish together in the year ahead.

Sincerely,



Michael K. Schroyer, RN, MSN, MBA, FACHE, AACC  
President, Baptist Health Floyd

# MISSION

*Baptist Health demonstrates the love of Christ by providing and coordinating care and improving health in our communities.*

# SHARED VISION

*Baptist Health will lead in clinical excellence, compassionate care and growth to meet the needs of our patients.*

# FAITH-BASED VALUES

*Integrity, Respect, Compassion, Excellence, Collaboration and Joy.*

# COMMITMENT TO PATIENT SAFETY

*Continuously improve patient outcomes through a culture of safety and clinical excellence.*



BAPTIST HEALTH®

## PATIENT CARE



**1,207**  
Babies delivered



**15,891**  
Inpatient admissions



**29,542**  
Outpatient visits



**52,858**  
Emergency Room visits

**13,199**  
Free-standing Emergency

**40,457**  
Free-standing Urgent Care visits



**12,932**  
Surgical procedures

## AWARDS AND DISTINCTIONS

- Accreditation Commission for Health Care Primary Stroke Center Designation, 2016, 2019, 2022
- Advisory Board Surgical Care Excellence Award 2025
- Blue Distinction Centers + Hip and Knee Replacement 2025
- Blue Distinction Centers + Maternal Care 2025
- Blue Distinction Centers+ for Cardiac Care 2022
- Blue Distinction Centers+ Spine Surgery 2019
- Blue Distinction Centers + for Bariatric Surgery 2021
- Breast Imaging Center of Excellence by American College of Radiology
- Cardiac Diagnostics and Visceral Vascular Testing Accredited by Intersocietal Accreditation Commission
- Commission on Cancer (CoC) and National Accreditation Program for Breast Centers (NAPC) accredited
- Get with the Guidelines® American Heart Association Quality Achievement award, Get With The Guidelines®-Stroke Gold Plus Achievement; Target: Stroke Honor Roll Elite Plus; Target: Type 2 Diabetes Honor Roll, by the American Heart Association, 2025
- Accreditation Commission for Health Care Certification 2022
- Indiana Department of Health Quit Now (Smoking Cessation) Platinum Award 2024
- INspire Hospital of Distinction, 2020,2021,2022,2023
- INspire Category of Excellence 2024
- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP)- Weight Management and Bariatrics Center of Excellence
- The American Nurses Credentialing Center (ANCC) Pathway to Excellence
- Society of Thoracic Surgeons (STS) Three-Star Cardiac Surgery
- Program
- US News and World Report-Baptist Health Floyd has been recognized as a high performing hospital for 2024 by U.S. News & World Report for adult care and conditions included: Colon Cancer Surgery, Heart Failure and Maternity Care.

## OUR PEOPLE

At Baptist Health Floyd, ensuring patient safety and delivering exceptional care remains central to who we are. Across every department and role—clinical, non-clinical, and leadership—our teams are united by a deep commitment to continuously improving how we care for our patients and support one another. We are committed to providing safe, high-quality care and to continually reducing the risk of preventable harm. Our focus on “zero preventable harm” reflects our dedication to ongoing improvement and the advancement of a culture of safety across our organization.

We know that the best ideas often come from those doing the work. That’s why we intentionally create space for feedback and innovation through venues like President’s Forums, staff engagement surveys, Daily Management huddles, and leadership rounding. These opportunities help us stay connected to what matters most to our staff and patients and allow us to act quickly on ideas that make a difference.

Our Quality Assurance and Performance Improvement (QAPI) Plan helps ensure these efforts are not only heard—but translated into action. This plan gives structure to how we measure, prioritize, and advance quality and safety across the hospital. It's more than a checklist—it's our roadmap for transforming insight into impact, aligning improvement projects with both frontline experience and organizational goals.

The following highlights some of the meaningful work completed this year—initiatives shaped by your feedback, aligned with our QAPI priorities, and driven by our shared goal to provide safe, compassionate, and high-reliability care.

### **BEE Award**

We understand that delivering outstanding care means more than clinical expertise—it’s also about the kindness, respect, and teamwork that shapes every patient and staff experience. Recognizing those who make a lasting impact through their compassion and collaboration is an essential part of who we are.

The BEE Award was introduced to celebrate team members who go *Beyond Exceptional Expectations* in supporting both patients and colleagues. As a complement to the DAISY Award, which honors the extraordinary care provided by our nurses, the BEE Award highlights the vital contributions of all staff—from environmental and food services to transport and administrative roles—who help create a healing environment.

Just as a daisy depends on the bee in nature, the care our nurses provide is strengthened by the dedication and teamwork of every member of our healthcare family. Together, we create the kind of care experience that truly sets us apart. The BEE Award is an acronym for:

- Beyond expectation while caring and serving patient and family
- Excellence in demonstrating the caring ideals, mission, and values of Baptist Health Floyd
- Evaluation is in good standing. Employees are viewed by peers as team players

### BEE Award Recipients:

- September 2024-Debbie Marshall
- December 2024-Kristen Briggs
- March 2025-Debbie Marshall
- June 2025-Rose Phillips



### Honoring Outstanding Nursing Care: The DAISY Award

We believe in shining a light on those who deliver care with both expertise and heart. The DAISY Award is one of the highest honors a nurse can receive, celebrating those who consistently demonstrate extraordinary kindness, clinical excellence, and dedication to their patients.

What makes this recognition so special is that nominations come directly from patients and families, those who have personally experienced the meaningful difference our nurses make during some of life's most vulnerable moments. Whether it's a small act of comfort or tireless advocacy at the bedside, DAISY honorees reflect the very best of nursing.

This award is more than a moment of recognition; it's part of our broader commitment to fostering a culture where gratitude, compassion, and appreciation are central to how we care for others—and each other.

### Daisy Award Recipients:

- November 2024-Rebecca Baker
- February 2025-Daniella Payton
- May 2025-Emergency Department Team Award
- August 2025-Kelsey Marshall



## OUR PATIENTS

### Patient Experience

The Patient and Family Advisory Council (PFAC) serves to provide a voice for the patients, family members and caregivers. The group is a valued resource that routinely offers its perspective on hospital initiatives and work on improvement projects informed by their hospital experiences. Getting the patient and family perspectives through the PFAC aids our leaders and staff to improve the quality of patient care and experience by:

- Finding concerns
- Supporting staff and hospital leadership
- Educating staff about the patient and family care perspective

PFAC, led by the Patient Experience Director, Amanda Huffmon, and Patient Advocate, Brittany Haas, consists of 8 to 10 members. These council members volunteer their time, skills, and ideas to create and enact key projects and programs that affect the patient and family experience.

### During the fiscal year 2024 PFAC assisted with the following projects:

- Offering valuable insights to the hospital's ongoing wayfinding mission
- Sampling current dietary options and exploring innovative new menu selections
- Volunteering to round in the hallways to gauge visitor perspective on hospital cleanliness
- Sharing patient and loved one insight into the new MyChart Bedside feature

### Hallways Renamed to Reflect Core Values and Improve Wayfinding

To enhance wayfinding and create a more unified experience, the hospital's main first-floor hallways have been renamed to reflect our six core values: **Collaboration, Compassion, Respect, Excellence, Integrity, and Joy**. These names not only provide clarity but also serve as daily reminders of the principles that guide our care.

Alongside the new names, color-coded pathways and elevators have been introduced to help patients, visitors, and staff navigate the facility with ease. The updated system supports clearer directions and a more welcoming environment for all.

This is more than a signage change, it's a step toward a more cohesive, value-driven hospital experience.

#### Updated First-Floor Hallway Names:

- Collaboration – Green: Main Lobby Elevators
- Compassion – Blue: Main Street Hallway/Elevators
- Respect – Purple: State Street Hallway/Elevators
- Excellence – Teal: Green Valley Hallway
- Joy – Orange: Cafeteria Hallway
- Integrity – Yellow: Paris Health Education Center Hallway

### Enhancing First Impressions: Patient Experience Liaisons Expand to Main Lobby

In our continued efforts to improve patient satisfaction and create a more welcoming environment, coverage by the Patient Experience Liaison team has expanded to include the main lobby. This important role is focused on delivering exceptional first impressions and supporting patients, visitors, and staff from the moment they walk through our doors.

### **Patient Experience Liaisons are specially trained to assist in several key areas:**

- **Wayfinding Support**  
Liaisons serve as friendly, knowledgeable guides, helping patients and visitors navigate the facility with confidence and ease.
- **Main Lobby Oversight**  
They ensure the lobby remains organized, welcoming, and accessible—helping to manage traffic flow and providing a calm, inviting space for all who enter.
- **Seamless Visit Facilitation**  
Liaisons are ready to answer questions, resolve minor concerns, and work with staff to make each visit as smooth and positive as possible.

This expanded presence is designed to enhance not just efficiency, but warmth and hospitality—helping set the tone for a positive care experience.

### **Baptist Health’s Centennial: 100 Years of Caring, 176 Days of Service**

In honor of its 100th anniversary, Baptist Health launched a 100 Days of Service campaign—ultimately surpassing that goal with 176 days of community impact in 2024. Highlights included:

- Nearly **11,000** lives touched
- **88** community partnerships
- **2,400+** health screenings
- **\$36,000** in food donations
- **82,000** baby care items distributed
- **651** pairs of shoes and backpacks provided
- **258** bags of trash collected by 300+ volunteers
- **117** students introduced to healthcare careers
- **350** units of blood donated

The year also featured major facility celebrations, including ribbon cuttings at Baptist Health Hamburg, Hardin, Floyd, La Grange, and a special lighting of Louisville’s Big Four Bridge.

From a single hospital in 1924 to a system of 10 hospitals and over 470 care locations, Baptist Health continues to live its founding mission: to provide, coordinate, and improve the health of our communities. The centennial year honored the past—and set the stage for the future.

## BAPTIST HEALTH MEDICAL GROUP

### Expansion of Cardiology Team and Infrastructure to Meet Growing Regional Demand

Baptist Health Medical Group (BHMGM) experienced significant growth and strategic advancement in 2025, most notably within its cardiology service line. Through the addition of experienced physicians and advanced practice providers (APPs), as well as a transformative operational restructure, BHMGM is ensuring timely, high-quality care for the communities we serve in Southern Indiana and beyond.

### Recruitment Highlights: Strengthening Specialized Cardiac Care

In response to rising patient volume and increasing demand for specialized cardiovascular services, BHMGM welcomed several new providers this year:

- Dr. Carmen Tugulan, a cardiac surgeon, will officially join our team on October 1, 2025. Her addition enhances our surgical offerings and positions us for growth in advanced cardiothoracic procedures.
- Dr. Kunal Jha joined Cardiology of Southern Indiana on July 7, 2025, bringing expertise in general and interventional cardiology.
- Christina Hardin, APRN, started with New Albany Cardiology on September 9, 2024, helping close access gaps for routine follow-ups and chronic care management.
- Emily Hawkins, APRN, joined New Albany Cardiology on May 19, 2025, supporting ambulatory growth and care coordination for complex cardiac patients.
- Terra Coomer, APRN, was added to the Baptist Health Floyd Heart Failure Clinic as a provider, helping manage high-risk heart failure patients and supporting transitions of care to reduce readmissions.

This expanded team strengthens both inpatient and outpatient care capabilities while aligning with BHMGM's strategic goals for access, continuity, and service line excellence.

### Operational Innovation: Role-Based Model Launches in Heart Station

In parallel with provider recruitment, BHMGM launched Phase 1 of its role-based care model in Cardiology, beginning with the Heart Station on April 7, 2025. This initiative represents a major step forward in optimizing workflow and leveraging team-based care to improve both efficiency and outcomes.

Within the first month of implementation, the Heart Station reported a drastic reduction in turnaround times for reading inpatient and outpatient cardiac studies, significantly improving the timeliness of care and the patient experience. Role-based workflows allow clinicians to operate at the top of their license, reduce redundancy, and streamline communication.

This model will continue to expand into additional phases in the coming year, positioning BHMGM Cardiology to meet increasing demand with consistency and quality.

## Primary Care and Specialty Expansion

Growth this year was not limited to cardiology. BHMG broadened its footprint and access to primary and specialty care through key expansions:

- The Jeffersonville/10th Street Primary Care Practice officially opened, providing a new access point for comprehensive family medicine and preventive care in the community.
- The Northgate Primary Care Office expansion was completed, increasing the practice's capacity to serve new patients and improving access to same-day and follow-up appointments.
- Dr. Gracey, a board-certified podiatrist, joined the BHMG team at Baptist Health Floyd, expanding access to foot and ankle care—a growing area of need among diabetic and aging populations.
- Mackenzie Quigley, APRN, joined Endocrinology—a long-awaited and much-needed addition to support patients with diabetes, thyroid conditions, and metabolic disorders. Her onboarding marks a critical milestone for the team and will enhance capacity for both new and established patients.
- Alexis Gyrujan, APRN, is expected to join Behavioral Health at Baptist Health Floyd expanding much-needed access to mental health care in the region.
- Dr. Thomas Noel, a fellowship-trained breast surgeon, joined the Floyd Market, enhancing local access to comprehensive breast care, including surgery for benign and malignant disease. His expertise represents a major advancement in the women's health services offered within our region.
- Dr. John Reisert, DO, primary care – joined the Northgate Primary Care office, providing wellness visits, chronic disease management, preventive care, and treatment of urgent conditions.
- Dr. Kristofer Nava, MD, general surgeon – joined the Baptist Health Floyd General Surgery team specializing in reflux surgery, hiatal hernia repair, minimally invasive colorectal surgery, gallbladder surgery, hernia repair, and the treatment of gastroparesis.

With these enhancements, BHMG reaffirms its commitment to building a high-performing, patient-centered cardiology program. The growth in clinical staff and implementation of new care delivery models reflects a broader strategy to expand access, enhance quality, and support long-term sustainability within a rapidly evolving healthcare landscape.

We extend our gratitude to all team members and partners who supported onboarding, training, and operational redesign throughout 2025. Together, we are building the future of cardiovascular care—one patient, one provider, and one innovation at a time.

## New Leadership Training Program

Ten Baptist Health Medical Group leaders have completed an 18-month training cohort to become the first graduating class of a new program created to promote professional growth.

The High Potentials Leadership Development program is designed to prepare future leaders for potential advancement into director-level roles. It offers participants an opportunity to enhance their leadership skills and expertise through instructor-led training, hands-on projects, collaborative sessions with colleagues, and engagement with senior leaders.

The High Potentials Leadership Development program was created to provide a systematic framework to promote growth and advancement within Baptist Health Medical Group.

The program includes instructor-led training conducted one day per month through Microsoft Teams and has a distinct curriculum that includes four domains: Communications, Human Resources, Operations and Finance.



*From left to right: Ashley Riley, manager, Specialty Care; Carrie Fletcher, practice manager III; Sherry Grace, director of Operations; Brittney Gates, practice manager III; Elma Vejzovic, manager, Specialty Care; Brandon Slusher, practice manager II; Sidney Sumpter, practice manager III; Courtney Mueller, director of Operations; Tonya VanWinkle, practice manager III; and Robin Hall, practice manager II.*

## Baptist Health Floyd Team Attends IHA Patient Safety Summit; RN Daniella Payton Honored as Caregiver of the Year

Several Baptist Health Floyd employees recently attended the Indiana Hospital Association (IHA) Patient Safety Summit in Indianapolis, a gathering focused on advancing safe, high-quality care across Indiana’s healthcare system. A highlight of the event was Daniella Payton, RN, who was honored with the prestigious Caregiver of the Year Award. This recognition celebrates her exceptional commitment to patient care, compassion, and dedication to safety.



Baptist Health Floyd is proud to be represented by team members who are actively engaged in statewide efforts to improve patient outcomes and who are being recognized for the impact they make every day.

## Empowering a Culture of Safety: Launching the Safety Coach Program

At Baptist Health Floyd, our commitment to safety continues to evolve as part of our journey toward becoming a High Reliability Organization (HRO). This year, we launched the Safety Coach Program—an important next step in embedding high-reliability principles into daily practice.

The program engages frontline team members as trained peer coaches who observe and support safe behaviors in real time. These coaches reinforce the use of safety tools such as ARCC (Ask a question, Request a change, voice a Concern, and use the Chain of command), SBAR (Situation, Background, Assessment, Recommendation), and STAR thinking (Stop, Think, Act, Review), promoting a consistent and proactive approach to harm prevention.

Safety Coaches serve as visible role models and trusted resources on their units. Through short, supportive interactions, they recognize safe practices and offer gentle corrections when needed. Their presence strengthens team communication, situational awareness, and encourages speaking up for safety. Observations are tracked to identify trends and opportunities for improvement. Coaches meet regularly to share insights, while leaders provide guidance and recognition. The program complements our existing efforts in QAPI and Daily Management by turning safety concepts into action.

The Safety Coach Program represents more than a new initiative—it's a natural extension of our high reliability journey. It reflects our belief that safety is everyone's responsibility, and that sustained excellence comes from frontline engagement and shared accountability.

Together, we are building a culture where safe care is second nature—and every team member plays a part in that mission.

## CARE COORDINATION

### New Patient Assistance Closet Supports Those in Need

Baptist Health Floyd's Care Coordination team has launched a Patient Assistance Closet to support patients facing hardship. Stocked with essentials like toiletries, clothing, shoes, backpacks, tents, and camping gear, the closet helps those who are unhoused, lack resources, or have no immediate support.

The initiative was made possible by a grant from the Floyd Memorial Foundation, secured by social workers Ronnie and Megan, with guidance from the Baptist



Health Foundation. The need for this resource was identified through social determinants of health (SDOH) data, which revealed gaps in access to basic necessities for many patients.

“Our goal is to meet immediate needs with compassion and practical help,” said Carley Needham, BSN, RN, CCM, Care Coordination Supervisor. The team will continue to replenish the closet to serve vulnerable patients with dignity and support.

## CARDIOVASCULAR SERVICES

### Expanding Advanced Heart Care: Triclip Procedures Now Underway

The Structural Heart Team has officially begun offering Triclip therapy, a transcatheter treatment option for tricuspid valve disease. This exciting advancement expands the range of minimally invasive cardiovascular procedures available and reinforces our ongoing commitment to innovative, patient-centered care.

The first Triclip procedure was successfully performed in January, led by Dr. Singh in the Hybrid OR, supported by the cath lab team. Triclips provide a valuable alternative for patients experiencing tricuspid valve regurgitation, particularly those who may not be ideal candidates for open-heart surgery.

The workflow for TriClip closely mirrors that of the well-established MitraClip procedure, already in use for mitral valve repair. What This Means for Patient Care:

- Patients are prepped and recovered in OPCV, with postoperative care in CVU.
- Post-op orders and discharge instructions align with existing MitraClip protocols.
- Robin Johnson, Structural Heart Coordinator, continues to support patients throughout their journey to ensure a seamless, coordinated experience.

Introducing TriClip therapy represents a significant milestone in structural heart care—broadening access to advanced treatments while maintaining clinical excellence and strong interdisciplinary collaboration.

#### Hospital completes 400th Watchman procedure

Baptist Health Floyd completed its 400<sup>th</sup> Watchman procedure. The Watchman device is an alternative to oral anticoagulation therapy designed to reduce stroke risk in patients with non-valvular atrial fibrillation.



Congratulations to the Baptist Health Floyd Watchman team comprises Hrak Chemchirian, MD; Satya Garimella, MD; Lakshmana Pendyala, MD; and Vikas Singh, MD.

## A Year of Landmark Achievements in Cardiovascular Care

This year, our Cardiovascular Services team has reached multiple milestones that highlight our commitment to delivering state-of-the-art heart and vascular care. From introducing groundbreaking procedures to achieving significant volumes, our team has continually advanced the standard of care for our patients and community.



## Maintaining Excellence in Cardiac Surgery

Our Cardiothoracic Surgery team continued its excellence by maintaining the prestigious 3-star designation for Coronary Artery Bypass Grafting (CABG) from the Society of Thoracic Surgeons (STS), placing us among the top programs nationally. This recognition reflects our unwavering focus on quality, safety, and exceptional patient care.

**HEALTHIER COMMUNITIES INITIATIVE** | *Rebecca Didelot MSN, RN, and Carla Creech BSN, RN, Healthier Community Initiative Coordinators*

## Black Barbershop Initiative

Initiative to reduce cardiovascular mortality rates in African American men in Floyd and Clark County. Resources for Mental Health and Substance Use Disorder. Screenings included Body Mass Index, Blood Pressure, and Glucose.

2025: 88 screenings completed at local barbershops in Floyd and Clark County.

## The American Lung Association's Freedom from Smoking Class

Seven-week, evidence-based program to help individuals quit using nicotine products offered in-person at Baptist Health Floyd's Cancer Center three times a year.

- February class: 3 participants, 2 came after the first session, 1 successfully completed the program, but did not successfully quit.
- April class: 3 participants completed the program. 1 successfully quit smoking. 1 cut number of cigarettes in half by end of program.
- August class: 9 participants, 6 successfully completed the program and quit.

## Indiana State Quitline

This EMR integrated program puts patients in referral to the state quit services that include education, counseling and nicotine replacement medication.

- 94 referrals
- 12 accepted services

## Food As Medicine

This program was implanted in partnership with Purdue Extension to address the health priorities of cardiovascular health, obesity and social determinants of health. This 12-week program includes evidenced-based education, pre/post biometric screenings, pre/post surveys, meal ingredient bags and incentives related to health behavior change. Two sessions were offered. Overall health was improved during the program.

Some of the gains of the 12-week program are as follows:

- Reduction of hemoglobin A1C
- Reduction of blood pressure
- Reduction of BMI
- Increased consumption of fruit
- Increased consumption of vegetables

Spring 2025: 14 participants

All class reunions in 2025: 3 classes, including biometrics

## Suicide Overdose Fatality Review (SOFR) Team

Community collaborative review of suicide and overdose cases in Floyd County. Facilitation and coordination of timeline review and workgroup. Systematic review of community sectors that affect mental health and substance use disorder. Suicide and Overdose Fatality Review (SOFR) teams work to prevent future suicide and overdose deaths by conducting a series of confidential case reviews, contributing risk factors and circumstances, identifying opportunities for system improvement, and recommending policies, practices, and programs for prevention. This cross-community stakeholder team meets quarterly. In addition, a SOFR workgroup meets monthly to work on identified recommendations.

Identification of recommendations/gaps/barriers from timeline reviews

- Prevention
- Treatment
- Criminal Justice

## HUMAN RESOURCES

### Hospital Receives Award from Indiana Workforce Alliance

Baptist Health Floyd President Mike Schroyer, who is also a Southern Indiana Works board member, was presented with the Indiana Workforce Alliance Employer Partner of the Year Award at the Indiana Statehouse for the hospital's partnership and leadership in the Youth Apprenticeship program.



## INFECTION PREVENTION

### MRSA Decolonization in Critical Care

The largest fraction of Hospital Acquired Infections are caused by bacteria, such as MRSA, that reside on the skin and in the nose and gain access to the bloodstream, lungs, and bladder by way of devices and incisions that breach normal defenses. Critical Care patients are at the highest risk of being colonized with or acquiring MRSA or other multidrug-resistant organism (MDRO) infections. Studies demonstrate Universal Decolonization is the most effective intervention to reduce MRSA infections.

Baptist Health implemented a universal decolonization process in the critical care units. Baptist Health Floyd implemented this protocol in both ICU and CVU. Universal Decolonization combines Mupirocin nasal decolonization with CHG bathing, for all patients admitted to a Critical Care Unit, excluding NICUs.

## LABORATORY

### Baptist Health Partners with IU Southeast to Launch Medical Laboratory Science Program

Baptist Health has joined forces with IU Southeast, Norton Healthcare, and UofL Health to launch a new Bachelor of Science in Medical Laboratory Science program, set to begin in Fall 2025. This collaborative effort addresses a growing regional need for highly skilled medical laboratory professionals—essential team members who provide the diagnostic insights that drive timely, accurate patient care.

As part of the partnership, Baptist Health will help support faculty, laboratory equipment, facility upgrades, and offer hands-on clinical training through internships. The program replaces a previous consortium model and allows students to complete the full degree on the IU Southeast campus.



*Baptist Health Floyd team members attended the press conference including Lab Director Emmie Brown, President Mike Schroyer, VP Operations Nick Theohares, and Chief Medical Officer Dr. Richard Phillips.*

“Baptist Health is proud to invest in the next generation of healthcare professionals,” said leaders involved in the initiative. “This program reflects our commitment to workforce development and high-quality care for the communities we serve.”

Graduates of the program will be eligible to sit for the national certification exam and will be given priority hiring consideration at Baptist Health and the other hospital partners—helping to grow a pipeline of local talent ready to meet critical workforce demands.

## **NURSING SERVICES**

### **Nursing Governance Accomplishments – FY2025: A Year of Recognition, Collaboration, and Celebration**

FY2025 has been a remarkable year of progress, pride, and professional connection for our Nursing Governance teams. With a renewed focus on honoring the nursing profession and creating meaningful opportunities for recognition and engagement, this year marked several firsts and powerful moments of tribute.

#### **Nurses Week 2025: Honoring the Heart of Healthcare**

Nurses Week 2025 was a vibrant celebration of the compassion, skill, and dedication that define our nursing team.

##### **Annual Bridge Walk**

Through systemwide collaboration, we proudly joined together for the annual Bridge Walk, a symbolic event that united nurses across facilities in honoring our shared commitment to care. This year’s walk was marked by joyful connection and mutual appreciation, strengthening the bond within our profession and with our community.

#### **A Florence Nightingale Tribute: Honoring the Legacy of Caring**

In a deeply moving tribute, we joined Ivy Tech and the Nightingale Nurse Honor Guard in celebrating the life and legacy of Florence Nightingale. This ceremony, held in May and coordinated in part by Kelly McMinoway, offered a solemn and reverent moment to reflect on the foundation of modern nursing. The Honor Guard ceremony recognized nurses who have walked before us while inspiring the next generation to continue their work with purpose and integrity.

#### **Daisy Team Award: Celebrating Collective Compassion**

Our Nursing Governance Council was proud to sponsor the DAISY Team Award, recognizing a team whose collaborative spirit and clinical excellence made a significant difference in patient outcomes. This award reflects our commitment not only to individual achievement but to the power of teamwork in delivering exceptional care.

## 1st Annual Employee Excellence Awards: A New Tradition Begins

In June 2025, we launched the First Annual Employee Excellence Awards—an exciting new event created to spotlight individuals and teams whose contributions exemplify excellence across our organization. Nurses were well represented among the honorees, with several awardees demonstrating the innovation, resilience, and compassion that define our care.

This celebration marked the beginning of what we hope will become a beloved tradition of recognition and gratitude for all who go above and beyond.

## BHF Nursing Leadership Award: Elevating Nurse Leaders

Another milestone this year was the creation of the BHF Nursing Leadership Award, first presented in May 2025. This peer-nominated honor recognizes outstanding nurse leaders who exemplify the principles of servant leadership, clinical excellence, and team empowerment. The award is intentionally passed along every other month, creating a ripple effect of acknowledgment and inspiration throughout our leadership community.

## New This Year: Onsite RN to BSN Program Now Available

This year, Baptist Health Floyd partnered with Indiana University Southeast (IUS) to launch a new onsite RN to BSN program, providing a flexible and accessible pathway for nurses to advance their education while continuing to work.

Designed with the needs of working RNs in mind, this four-semester program combines in-person classes at the Baptist Health Floyd IT Building with online coursework—making it easier than ever to pursue a BSN close to home. Support is available for staff through the Tuition Reimbursement Program, Deferred billing through IUS, and Scholarships and loan forgiveness opportunities. This new program represents an exciting step forward in supporting nursing growth and retention—delivered right on campus.

## Improving Patient Safety with I-PASS: A Standardized Approach to Safer Handoffs

To strengthen communication during patient transitions, Baptist Health Floyd implemented the I-PASS handoff tool—a structured, evidence-based approach that improves safety and ensures accurate, consistent information sharing between caregivers.

According to the National Institutes of Health, approximately 40% of hospital adverse events are linked to ineffective handoffs. I-PASS directly addresses this by standardizing communication at shift changes, department transfers, and other key transition points.

“I-PASS helps ensure continuity of care by reducing miscommunication, delays, and overlooked details,” said Priscilla Beahl, RN, MSN, Manager of Quality. “It’s a direct response to feedback from our safety culture surveys, which showed an opportunity to improve handoff communication.”

Previously, handoffs varied by provider. Now, all nursing teams are trained to use the I-PASS format—Illness severity, Patient summary, Action list, Situation awareness, and Synthesis by receiver—built directly into the Epic system for ease and consistency.

“This tool became a clear, systematic solution the moment it was introduced,” said Marlina Waters, RN, MSN, Program Director of Clinical & Innovative Excellence. “Teams quickly adopted it, and we began seeing improvements almost immediately.”

The phased rollout has been well received, with Baptist Health Floyd among the second wave of hospitals in the system to implement the tool. All Baptist facilities are expected to adopt I-PASS by year’s end.

“This process doesn’t add time—it may even save it,” Waters noted. Beahl added, “We’re committed to systems that minimize risk and enhance patient care, and I-PASS is another strong step in that direction.”

Shift handoffs now include families when present, reinforcing a culture of transparency and collaboration in the healing process. As a structured framework, **I-PASS** stands for:

- **I** – Illness severity
- **P** – Patient summary
- **A** – Action list
- **S** – Situation awareness and contingency planning
- **S** – Synthesis by receiver



By reducing variability and promoting clarity, I-PASS helps create a safer, more reliable care environment for patients and a more streamlined communication process for staff. The journey continues, but the impact is already being felt—one handoff at a time.

### Critical Care- Three Wishes Project

This spring, the Intensive Care Unit at Baptist Health Floyd adopted a meaningful initiative called *The Three Wishes Project*. The mission is to offer more support for healthcare staff and patients’ families within the critical care area as the patient transitions through the dying process. This project focuses on humanizing death and dying in the ICU, lessening the trauma associated with death in a healthcare setting, and fostering deeper, more meaningful relationships between the healthcare team and the patient. It is truly about finding meaningful human connection and honoring the patient’s life.



This initiative has left a lasting impact within our area, and we hope to continue to see it evolve. As part of the project, families are allowed more privacy and one-on-one time. They are given keepsake vials containing the patient's heart rhythm and fingerprints. Special songs, poems, and prayers may also be recited. Staff observe "a pause" at the time of passing—a special moment of silence led by the healthcare team to honor the life before them. Furthermore, the family is offered a cart outside the room with refreshments and receives a sympathy card at home in the days following their loved one's passing.

The project received its name by focusing on the wishes that patients would want granted in their final days. Our staff works to accommodate those wishes, engaging in meaningful conversations and connecting with both the family and the patient. Each patient is different, each wish is different, and each opportunity allows for a special bond to be created.

A survey was distributed to the ICU team before the project began, including questions about burnout, mental health, and the support provided during times of grief. At the three-month mark, the same survey was repeated to measure improvement and overall effectiveness. The results showed remarkable progress. For example, when asked how often they felt able to emotionally connect with patients and families through meaningful conversation during the dying process, only 28% of staff initially reported being able to do so. Since the project began, that number has risen to 56%.

Additionally, there has been a decrease in nursing burnout. Initially, 16% of ICU nursing staff reported feelings of burnout in their day-to-day work; that number is now down to 5%. This project is making great strides in healing the culture of our intensive care unit and helping healthcare staff heal through human connection. We are very excited to see how it continues to grow and evolve in the years ahead.

## ADVANCING EXCELLENCE

This year, nursing teams advanced care delivery, strengthened workforce development, and enhanced patient and staff safety through the following initiatives:

- Hosted on-site PCCN and CCRN review courses to support specialty certification
- Improved code cart exchange process in partnership with Pharmacy and Central Sterile
- Deployed new tools and initiatives:
  - IPASS change-of-shift and handoff reporting
  - ASCOM nursing phones for enhanced communication
  - Discharge checklist to standardize discharge communication and information
  - Nursing new graduate onboarding cohort process

## EMERGENCY SERVICES

In Fiscal Year 2025, the Baptist Health Floyd Emergency Department (ED) demonstrated exceptional performance, teamwork, and measurable progress across multiple key operational, clinical, and quality domains. The department's achievements reflect the continued dedication, adaptability, and innovation of its leaders, clinicians, and staff.

### Recognition and Awards- Team DAISY Award Winner

The BHF Emergency Department received the prestigious Team DAISY Award for exemplifying resilience, compassion, and unwavering commitment to patient care. Over the past five years, this team has faced extraordinary challenges—including the COVID-19 pandemic and record-breaking patient surges—yet has remained steadfast in its mission to deliver high-quality, patient-centered care.

### Operational Excellence

- Patient Volume Growth:  
The ED saw 53,604 patients, representing an increase of 1,322 visits compared to FY24.
- Improved Throughput and Efficiency:
  - Overall, ED Length of Stay (LOS) decreased
  - LOS for Discharged Patients improved
  - In partnership with the Process Advisory Council, the arrival-to-room time was reduced improving patient flow and experience.
  - The ED also collaborated on a hospital-wide admission LOS initiative, reducing arrival-to-admit time through improved inpatient room turnover and communication workflows.

FY25 marked a year of growth, measurable improvement, and recognition for the Emergency Department. The BHF ED continues to set a high standard for clinical quality, operational efficiency, and patient experience—driven by a culture of continuous improvement, interdisciplinary collaboration, and compassionate care.

## MEDICAL AND SURGICAL INPATIENT

### Advancing Care Models on MIPS and SIPS

In 2024, our Medical and Surgical Inpatient units launched a labor cost per Unit of Service (UOS) model that expanded Nursing Assistant (NA) support and allowed nurses to focus on practicing at the top of their license.

This team-based approach recognizes the essential contributions of assistive personnel and creates a more balanced distribution of work. By strengthening NA roles and embracing team-based care, we are building a more resilient model. Nurses can focus on specialized tasks while assistive personnel provide critical support, improving patient outcomes, morale, and retention.

## New Hemodialysis Space

In 2024, we opened 1E as a dedicated hemodialysis and ambulatory care area, creating a more efficient and patient-centered space. This new unit allows the hemodialysis team to operate beyond their original budgeted volume by leveraging economies of scale—enabling one RN to safely manage two patients simultaneously. The dedicated environment strengthens care delivery, improves efficiency, and ensures we can meet growing patient needs with high-quality, specialized services.

## Standardizing Inpatient Shift Start Times

To improve consistency and teamwork across the organization, inpatient unit shift start times were standardized in 2024. Nursing staff now begin their shifts at 6:30 a.m. and 6:30 p.m., while Nursing Assistants and Technicians start at 7:00 a.m. and 7:00 p.m.

This alignment allows nurses to receive handoff reports before the broader care team arrives, creating a smoother transition of care. Nursing Assistants and Technicians then join with clear direction and priorities, strengthening collaboration, efficiency, and patient safety. By synchronizing shift times, we have built a more reliable and team-focused start to every day and night of inpatient care.

## ONCOLOGY SERVICES

### Bras and Breakfast: A Meaningful Moment of Support and Connection

As part of ongoing efforts to support patients beyond clinical care, the Fourth Annual Bras and Breakfast event was held on April 12, 2024, at the Baptist Health Floyd Cancer Center. The event provided a welcoming, compassionate space for individuals affected by breast cancer to connect, access resources, and receive practical support.



Each attendee received two free mastectomy bras, with no financial restrictions, helping to reduce barriers for patients in need of post-surgical support. Light breakfast refreshments were also offered, creating an opportunity for community and conversation in a relaxed setting.

This year's event reflected the Cancer Center's continued commitment to patient-centered care, offering comfort, dignity, and support during every step of the cancer journey. The positive response from attendees highlights the impact that even small, thoughtful efforts can have in improving the overall care experience.

Bras and Breakfast remains a standout event and a symbol of the meaningful work happening each year across the Cancer Center and beyond.

## **Pilot Program: First Aid for the Caregiver**

This year, the Oncology Service Line launched a pilot program called *First Aid for the Caregiver* to support the well-being of our healthcare workers. Recognizing the emotional toll of caring for oncology patients, the program was designed to provide staff with immediate, practical resources to manage stress and build resilience.

Launched in partnership with Liz Davis, Employee Health Counselor, the initiative offers access to peer support, guided debriefings, and one-on-one counseling opportunities. By creating a safe space for staff to process difficult experiences, the program helps strengthen coping skills and fosters a culture of openness and support.

This pilot reflects our commitment to caring for our caregivers as much as for our patients. By investing in staff wellness, we are nurturing stronger teams, improving patient care, and reinforcing our mission to provide compassionate, holistic healing.

## **Lymphedema Program in Partnership with Physical Therapy**

When treatment is over, the journey to healing often continues. For many cancer survivors, lymphedema is an ongoing challenge that affects everyday life. To address this need, our Oncology and Physical Therapy teams came together this year to create a dedicated Lymphedema Program.

The program is built on hands-on therapy and patient education. Physical therapists trained in lymphedema management provide techniques such as manual lymphatic drainage, compression support, and personalized exercise plans. Just as important, they teach patients how to care for themselves at home—giving them tools for long-term success and independence.

What makes this program unique is its focus on restoring more than just physical function. It helps patients return to activities they enjoy, regain confidence in daily routines, and feel supported beyond their cancer treatment. By bringing together rehabilitation and oncology expertise, we are closing an important gap in survivorship care.

## **New POTS Program in the Ambulatory Center**

This year, our Ambulatory Center introduced a specialized program for patients living with Postural Orthostatic Tachycardia Syndrome (POTS). This condition, characterized by rapid heart rate, dizziness, and fatigue when standing, often impacts quality of life and requires coordinated, multidisciplinary care.

The new POTS program offers comprehensive evaluation, diagnosis, and treatment strategies tailored to each patient's needs. By bringing together expertise from cardiology, neurology, and rehabilitation services, the program provides patients with access to evidence-based therapies, education, and ongoing support in a convenient outpatient setting.

With this new offering, our Ambulatory Center is filling an important gap in care for patients with autonomic disorders. The program reflects our commitment to expanding specialty services in the community and helping patients manage complex conditions with compassion and expertise.

## **Second Linear Accelerator at the Cancer Care Center**

This year marked a major milestone in advancing cancer treatment with the installation of a second linear accelerator at the Cancer Care Center. This state-of-the-art technology allows our oncology team to deliver highly precise radiation therapy, improving both treatment effectiveness and patient comfort.

The addition of a second unit increases our capacity to treat patients more quickly and with greater flexibility. It reduces wait times, enhances scheduling options, and ensures that critical treatments can continue seamlessly even during maintenance or upgrades.

By investing in this advanced equipment, we reaffirm our commitment to providing leading-edge cancer care close to home. The second linear accelerator strengthens our ability to meet the growing needs of our community while supporting the highest standards of safety, accuracy, and patient-centered care.

## **New Lung Support Group for Cancer and COPD Patients**

This year, we introduced a Lung Support Group designed for patients living with lung cancer and chronic obstructive pulmonary disease (COPD). Both conditions bring unique challenges—not only physically, but emotionally and socially as well. The group was created to provide a safe space where patients can connect with others who share similar experiences, ask questions, and learn from each other.

Led by our clinical team, sessions combine education with peer support. Topics include symptom management, coping strategies, nutrition, and new therapies, but the heart of the group lies in the connections made between participants. For many, the chance to share stories and hear “you’re not alone” is as healing as the clinical care they receive.

The Lung Support Group represents an important extension of our services—supporting the whole person, not just the diagnosis. By building community and fostering resilience, we are helping patients and families navigate their journeys with strength and hope.

## **Closing the Gap: Preoperative Education for Tube Feeding Patients**

Preparing for cancer treatment often means preparing for changes in nutrition and how patients receive it. An important gap was identified in preoperative education for oncology patients who require feeding tube placement—a time when clear information and support can make all the difference.

To meet this need, Crystal Alcorn, Manager of Endoscopy, and Maji Koetter-Ali, Dietitian, partnered to design a structured preoperative education program. The initiative ensures patients and families receive practical guidance on what to expect before, during, and after feeding tube placement. Education covers tube care, nutrition management, troubleshooting, and resources for ongoing support.

By addressing this gap, the team has helped reduce uncertainty for patients, improve confidence in self-care, and support smoother recoveries. This work demonstrates the power of collaboration

between clinical teams and highlights our commitment to anticipating patient needs, not just responding to them

### **Ambry Program for High-Risk Breast Patients**

This year, we continued to expand our commitment to early detection and personalized care through the Ambry Program for patients at increased risk for breast cancer. The program uses advanced genetic testing and risk assessment tools to identify individuals with inherited predispositions, empowering patients and providers with critical information for prevention and early intervention.

Through the Ambry Program, our multidisciplinary team works closely with patients to develop individualized care plans. These plans may include enhanced screening schedules, lifestyle counseling, or referrals for preventive treatments and surgical options. By integrating genetics into routine breast health, we ensure that high-risk patients receive tailored, proactive care designed to reduce the likelihood of late-stage cancer diagnosis.

The Ambry Program reflects our mission to combine cutting-edge science with compassionate care, offering our patients peace of mind and a pathway to healthier futures.

### **Empowering Patients and Teams to Recognize Sepsis Early**

Sepsis may present an increased risk for oncology patients and may be associated with more complex clinical outcomes compared to the general population. To address this, our oncology team, in collaboration with the Sepsis Coordinator, has embarked on a new process – the Oncology Sepsis Education Trail – focused on improving early recognition and rapid treatment.

Through targeted education for inpatients and families, reinforced by care teams at discharge, the program equips patients to recognize early warning signs and seek prompt evaluation. This shared approach decreases time from symptoms to treatment, supporting better outcomes.

The impact is already clear: a recently educated patient presented early to the Emergency Department, was treated for simple sepsis, and discharged home successfully.

By launching this initiative in partnership with the Sepsis Coordinator, the oncology team is advancing a culture of awareness and action, turning a critical risk into an opportunity for improved survival and recovery.

## REHABILITATION SERVICES

### Rehabilitation Services: Advancing Excellence and Expanding Access

Baptist Health Floyd’s Rehabilitation Services continues to deliver high-quality, patient-centered care while expanding services to meet the needs of our community.

### Excellence in Orthopedic Outcomes

As part of the Baptist Health system, Floyd participates in the American Academy of Orthopedic Registries for total hip, knee, and shoulder arthroplasty procedures, as well as rotator cuff repairs, joint revisions, and spinal surgeries. Each quarter, national and system outcomes are compared at the facility level across three key metrics: length of stay, 90-day readmission rates, and postoperative discharges to home.

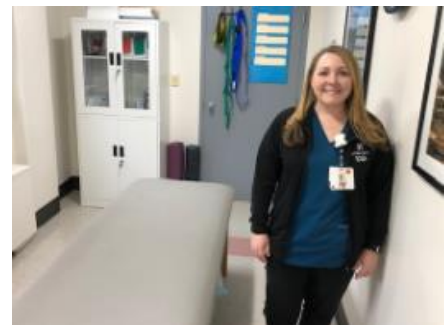
For 2025, the Baptist Health System Registry Team recognized Floyd with the Excellence in Total Shoulder Arthroplasty Award. This honor was achieved by demonstrating the lowest length of stay and 90-day readmission rates, while also leading the system in the highest number of postoperative discharges to home. This achievement reflects the dedication of our rehabilitation and surgical teams in providing exceptional care that helps patients recover faster and return to their daily lives with confidence.

### Expanding Services to Address Community Needs

In addition to clinical excellence, Floyd is expanding rehabilitation access in areas identified as critical gaps in care for our region.

#### Pelvic Floor Rehabilitation

Baptist Health Floyd is expanding access to specialized care with the launch of outpatient pelvic floor rehabilitation, now available to the public. This service provides much-needed support for patients experiencing a range of pelvic health concerns that can impact daily life.



Pelvic floor issues affect both men and women, often resulting in pain, discomfort, or functional challenges related to urination, bowel movements, pelvic pain, or painful intercourse. Through targeted physical therapy, patients can improve muscle, nerve, and joint function to regain comfort and control.

“There’s a significant need for this in southern Indiana,” said Erin Jenkins, PT, a Baptist Health physical therapist with 15 years of experience. “Many people don’t realize that pelvic health issues can be treated with physical therapy—it’s important to raise awareness and offer access to care.”

Jenkins also works closely with new moms in the hospital, many of whom benefit from pelvic health support following childbirth. Now, with outpatient services available, patients can continue their healing journey beyond the inpatient setting.

### **Pediatric Rehabilitation**

Our outpatient capacity has grown to include Physical, Occupational, and Speech Therapy for children. By providing these services locally, families in southern Indiana no longer need to travel outside the region to access specialized pediatric therapy.

Together, these advancements underscore Baptist Health Floyd’s commitment to excellence in outcomes, innovation in care, and dedication to serving our community.

## **SAFETY AND SECURITY**

### **Strengthening Safety: New Manager of Safety and Security Joins the Team**

In support of our continued commitment to staff and organizational safety, a new Manager of Safety and Security position has been established—marking an important step in enhancing the hospital’s preparedness, protection, and response capabilities. Sean Kiefer has joined the team as the first to hold this role, bringing with him nearly two decades of healthcare security experience and a passion for service.



Kiefer, a U.S. military veteran and Louisville resident, has worked in hospital security since 2005. He sees this new position not just as a job, but as a unique opportunity to build a comprehensive safety program from the ground up.

“There are already a lot of people doing great work here,” Kiefer said. “What excites me most is the opportunity to take those efforts and create a unified program that supports everyone—patients, visitors, and staff.”

His leadership was immediately tested during a recent winter storm, where he coordinated emergency transportation for essential staff—staying awake for 36 hours straight to ensure continuity of care. The collaboration among team members, community volunteers, and hospital leaders left a lasting impression.

“It felt like family,” Kiefer said. “Everyone rallied together. That kind of teamwork and commitment to each other is something special.”

In his new role, Kiefer will oversee security officers and the hospital’s switchboard, and he is already exploring ways to enhance existing safety protocols. His long-term vision is clear: to make the hospital one of the safest campuses in the entire Baptist Health system.

## Baptist Health Strengthens Workplace Violence Measures Following Staff Feedback

In response to over 13,000 team member responses to the My Voice survey—2,251 of which included actionable safety suggestions—Baptist Health is implementing new workplace violence prevention measures focused on three key areas:

### 1. Security Enhancements

Staff asked for a stronger security presence and better access control. In response, Baptist Health is:

- Adding security positions to support weapons detection
- Conducting regular risk assessments
- Testing response times monthly
- Promoting the Safety Suggestion QR Code



### 2. Training and Education

To better prepare staff, Baptist Health is:

- Rolling out Aegis de-escalation training
- Offering physical intervention training in high-risk areas
- Advancing security team training with Avade

These efforts reflect a strong commitment to a safer, more supportive environment for all team members.

## Surgical Services

### Baptist Health Floyd Reaches Major Milestone in \$65 Million Expansion Project

Baptist Health Floyd marked a significant milestone last week in its ongoing \$65 million construction project, which began in spring 2022, with the official opening of seven new state-of-the-art operating rooms on December 4.

With the addition of these advanced surgical suites, the hospital now boasts 10 operating rooms, plus a hybrid OR and two cardiovascular operating rooms, expanding its capacity to meet growing patient needs. The new rooms are also large enough to fully support the hospital's rapidly growing robotics program.

In fiscal year 2025 alone, Baptist Health Floyd surgeons performed:

- 1,107 da Vinci robotic cases (general surgery)
- 129 Globus spine cases
- 177 robotic total joint replacements
- Altogether, the hospital averages more than 12,000 surgeries annually.

The new operating rooms are part of a larger transformation across the facility. In June, the hospital opened a 32-bed Cardiovascular Unit (CVU) in a space previously used for storage. In December 2023, a new surgical waiting area at the Green Valley Road entrance debuted, featuring:

- 23 pre/post-op bays
- 10 post-anesthesia care unit bays
- 4 pain bays
- 3 consult rooms



These enhancements reflect Baptist Health Floyd’s ongoing commitment to delivering advanced, patient-centered care and expanding access to leading-edge technology for the community it serves.

### **Dr. Serak Performs 200th Sacroiliac Joint Fusion Surgery at Baptist Health Floyd**

Baptist Health Floyd proudly celebrates a major milestone in patient care as neurosurgeon John Serak, MD, performed his 200th Sacroiliac (SI) Joint Fusion surgery last week.

SI Joint Fusion is a minimally invasive procedure used to relieve pain and restore function in patients suffering from sacroiliac joint dysfunction—often a source of chronic lower back pain. Dr. Serak’s expertise in this specialized surgery has helped hundreds of patients

in our region regain mobility and improve their quality of life.



Dr. Serak, pictured at right holding a sign marking the occasion, remains dedicated to advancing care and delivering innovative surgical options to the southern Indiana community. Congratulations to Dr. Serak and the entire surgical team on this remarkable achievement!

## STROKE CARE

Baptist Health Floyd received the 2025 Get With The Guidelines®–Stroke GOLD PLUS with Target: Stroke Honor Roll Elite Plus and Target: Type 2 Diabetes Honor Roll Achievement Award from the American Heart Association in recognition of its commitment to providing stroke patients with the most appropriate treatment based on nationally recognized, evidence-based guidelines. *Get With The Guidelines®* leverages the expertise of the American Heart Association and American Stroke Association to help hospitals nationwide align patient care with the latest research and best practices.

In addition, Baptist Health Floyd successfully completed its triennial certification as a Primary Stroke Center by the Accreditation Commission for Health Care (ACHC) in August 2025. The ACHC is an independent, third-party accrediting body that conducts comprehensive surveys to ensure that healthcare organizations meet nationally recognized standards for quality and patient safety.

### **Drs. Dawson and Timbers celebrate da Vinci milestone**

Timothy Dawson, MD, and Kay Timbers, MD, both celebrated milestones at Baptist Health Medical Group General Surgery office.

The two reached 800 surgeries using the da Vinci Surgical System.



*Timothy Dawson, MD and Kay Timbers, MD*

### **Lanny Gore, MD, celebrates 1,000 da Vinci surgeries**

Baptist Health Floyd proudly recognizes Dr. Lanny Gore, general and bariatric surgeon, for reaching a major surgical milestone—his 1,000th procedure using the da Vinci Surgical System.

Dr. Gore, a leader in minimally invasive surgery, has used robotic-assisted technology to deliver enhanced precision, reduced recovery times, and improved outcomes for patients. His expertise and dedication have helped make robotic surgery a trusted option in the region.

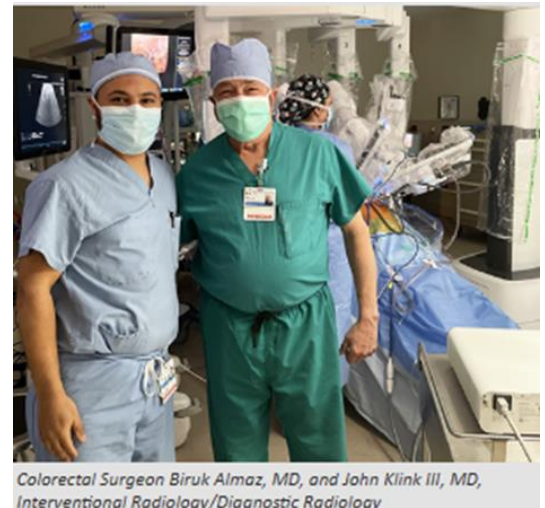


*Lanny Gore, MD, with a cake recognizing his 1,000 da Vinci Surgical System procedures.*

## Doctors collaborate to perform 'cutting-edge' procedure at Baptist Health Floyd

Colorectal surgeon Biruk Almaz, MD, and interventional radiologist John Klink III, MD, recently performed Baptist Health Floyd’s first-ever robotic-assisted radiofrequency ablation (RFA) of metastatic liver tumors arising from rectal cancer—a first within the entire Baptist Health system.

“This showcases the power of multidisciplinary collaboration in advancing cancer care,” said Dr. Almaz. “Some liver lesions were inaccessible through conventional methods, but with teamwork across surgery, oncology, and radiology, we successfully ablated all tumors using robotic-assisted RFA guided by laparoscopic ultrasound.”



The patient returned home the same day and began radiation therapy the following week, benefiting from minimal recovery time. This innovative approach highlights Baptist Health Floyd’s commitment to cutting-edge, personalized cancer care and regional leadership in advanced treatment options.

## Baptist Health Floyd Earns ACHC Certification with Distinction for Joint Replacement

Baptist Health Floyd has received the Advanced Joint Replacement Certification with Distinction from the Accreditation Commission for Health Care (ACHC), recognizing excellence in knee and hip replacement care. This is the hospital’s first time earning the prestigious three-year certification.

Led by Orthopedic Nurse Navigator Emily Uhl, RN, ONC, the two-year initiative involved nearly every department and included developing new policies, aligning practices with national benchmarks, and improving care delivery.



Emily Uhl, RN, Orthopedic Nurse Navigator

“This was a true team effort,” said Uhl. “Our community can be confident they’re receiving top-tier joint care close to home.”

The certification follows a thorough on-site review and confirms that Baptist Health Floyd meets or exceeds national standards for safety, quality, and outcomes in joint replacement procedures.

## WOMEN'S SERVICES

### Indiana State Award: INspire Excellence

The hospital was recently recognized by the Indiana Department of Health for its continued commitment to improving maternal and infant health through the INspire Hospital of Excellence program.

Launched in 2020 and funded by the Indiana Department of Health's Safety PIN grant, the INspire program encourages Indiana birthing hospitals to voluntarily pursue excellence in evidence-based care. The program was developed to foster environments that support best practices and to recognize hospitals actively working to improve outcomes in key areas of maternal and infant health. In its first year, 19 hospitals earned the Category of Excellence recognition, and 64 hospitals achieved the more rigorous Hospital of Distinction designation.

This year, the hospital was honored as a Hospital of Excellence for its work in six critical focus areas: infant safe sleep, breastfeeding support, tobacco prevention and cessation, perinatal substance use, obstetric hemorrhage management, and maternal hypertension care.

This recognition highlights the dedication of staff across multiple disciplines who are working together to ensure safer, healthier outcomes for mothers and newborns throughout the community.

### Women's Service Line Receives Recognition for Excellence in Maternity Care

This year, the organization earned two prestigious recognitions from *U.S. News & World Report* for its commitment to delivering high-quality maternity care.

This year, the organization earned a High Performing rating in maternity care from *U.S. News & World Report*—a distinction awarded to hospitals that demonstrate superior outcomes across several key quality measures.



## Hospitals rated “Best” for Maternity Care by U.S. News:

- Are 47% more likely to be designated as “Baby-Friendly” by Baby Friendly USA, indicating a hospital has taken important steps to support breastfeeding.
- Have C-section rates 22% lower compared with maternity care hospitals not recognized by U.S. News.
- Have severe unexpected newborn complication rates 44% lower compared with maternity care hospitals not recognized by U.S. News.
- Have episiotomy rates 33% lower compared with maternity care hospitals not recognized by U.S. News.
- Have breast milk feeding rates 12% higher compared with maternity care hospitals not recognized by U.S. News.
- Are 13% more likely to report race/ethnicity data for both C-section and severe unexpected newborn complications compared with maternity care hospitals not recognized by U.S. News.

The rating reflects performance that is well above the national average in areas such as low rates of unexpected complications, appropriate use of C-sections, and high rates of exclusive breast milk feeding. This recognition is featured on the hospital’s *U.S. News* profile and Maternity Scorecard page, along with the High Performing Hospitals award emblem.

This honor reflects the dedication and expertise of the maternity care team and reinforces a continued commitment to delivering safe, high-quality care to mothers and newborns.

## LOOKING AHEAD

### Safety, Quality, and Patient Experience FY 2026

During Fiscal Year 2025, the hospital identified and implemented a series of performance improvement goals aligned with the organization’s mission and the Baptist Health System’s aspirational aim of zero preventable harm and 100% trust. These goals focus on key areas impacting patient safety, clinical quality, and operational efficiency.

The focus for Fiscal Year 2026 will be to build on the gains achieved, strengthen process reliability, and advance performance toward sustainable outcomes. Continuous monitoring, targeted action planning, and interdisciplinary collaboration will remain central to achieving long-term improvement and maintaining alignment with the hospital’s goal of zero preventable harm and delivery of high-quality, patient-centered care.