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THRIVE

Live Well. Live United.

When I arrived at United Regional in February of 2025, I knew I was stepping into an organization with a strong legacy and an even stronger sense of purpose. What I could not have fully anticipated was the depth of commitment I would see every day — from our staff, our physicians, our volunteers, and the families who place their trust in us.

I've had the opportunity to listen and learn — walking the halls, meeting teams, talking with patients and families, and hearing directly from community partners. Again and again, I've been reminded that United Regional is more than a hospital and clinics; United Regional is where people care deeply about doing what's right, about showing up for one another, and about continually finding better ways to care for our community.

As we look ahead, we are committed to strengthening care close to home, investing thoughtfully in our facilities and technology, supporting our caregivers, and planning responsibly for the future. These efforts are not about growth for growth's sake — they are about making sure our community has access to high-quality, compassionate care today and for generations to come.

You'll see many of those stories reflected in the pages of this magazine. They represent progress, yes — but even more importantly, they represent people: the patients who inspire us, the team members who make the work possible, and the community that reminds us why our Mission matters.

Thank you for being part of United Regional's story. I'm grateful for the trust you place in us, and I look forward to what we will continue to build together.



With gratitude,

Cory Edmondson
President & CEO

This new magazine is one more way we want to stay connected — to our team, to our patients and families, and to the community we are proud to serve. It reflects our belief that healthcare works best when people feel informed, included, and heard.



Vernon College nursing students, joined by their faculty, attend the first *Advances in Healthcare Symposium*.

United Regional Offers Unique Healthcare Training to the Region

United Regional was proud to host the first annual *United Regional Advances in Healthcare Symposium* in April, bringing together healthcare professionals from around the region who share a commitment to learning, collaboration, and improving care for the communities we serve.

For many providers in Wichita Falls and the surrounding communities, attending a full-day healthcare symposium featuring a wide range of topics and specialties has often meant traveling — sometimes out of state. Hosting the symposium locally made it easier for clinicians and educators in the region to participate, while also ensuring the content reflected the unique needs of our community.

“This symposium was intended for healthcare providers across multiple areas to come together and learn about the latest evidence-based care,” explained Andrea Anderle, Director of Clinical Education. “We don’t work in silos, so there’s no reason we shouldn’t train together.”

With 15 sessions offered throughout the day, participants explored timely topics at the intersection of healthcare, law, and innovation. Discussions ranged from emerging legal considerations and the growing role of artificial intelligence to the importance of empathy and connection in patient care. Attendees left with practical insights they can apply immediately — strengthening both clinical practice and the patient experience.

Beth Arnold, who teaches at Vernon College and Midwestern State University, expressed her gratitude for the event. “I am very appreciative that United Regional is so welcoming to our students. It’s important for students to witness professional involvement and continuing education opportunities as they become members of the healthcare profession.”

Learn more about United Regional’s upcoming educational events by scanning the QR code.



“We don’t work in silos, so there’s no reason we shouldn’t train together.”

— Andrea Anderle,
Director of Clinical Education



A WEEK OF CELEBRATING OUR INCREDIBLE STAFF



During Hospital Week, May 11–15, United Regional took time to celebrate what truly makes our organization special — our people. While appreciation for our teams is woven into our culture year-round, Hospital Week provides a dedicated moment to **recognize the individuals who bring care, compassion, and expertise to our community every day.**

Senior Director of Human Resources Heather Hormel says Hospital Week is about honoring the work that happens across our healthcare system. “We celebrate Hospital Week in a big way because the work our people do is extraordinary and deserves to be recognized just as boldly. When we invest in celebrating our employees, we reinforce a culture where people feel valued, energized, and supported to give their very best to our patients and community. This is who we are.”

Throughout the week, team members enjoyed shared meals, friendly competition, engaging activities, and moments of connection that brought smiles and laughter across campuses.

“Being an employee of United Regional feels like being a part of something bigger than myself,” said Maddy D’Onofrio, Case Management Assistant. “I am surrounded by people who serve with compassion and purpose. Being celebrated during Hospital Week is a beautiful reminder of how valued and appreciated we are as employees.”

Follow along on United Regional’s social channels to see how we celebrate and support our teams throughout the year. **Come join our team!** Visit unitedregional.org to explore opportunities!



*Celebrating our staff members
during Hospital Week 2026!*



PARTNERING TO TRANSFORM LIVES

Through the Patient Family Advisory Council (PFAC), launched in 2025, United Regional partners closely with patients, families, and caregivers to strengthen safety, enhance quality, and elevate the care experience at United Regional. Each month, 12 PFAC members collaborate with various care teams to guide improvements based on real life experiences.

“The PFAC was formed for a simple reason, to give our patients and their families a seat at the table,” explained Ryan Graves, Director of Patient Experience. “It’s where experiences are heard, questions are welcomed, and honest dialogue helps shape better care. By learning directly from patients and families, we’re able to make changes that reflect real needs and strengthen trust across every part of the care journey.”

Over the past year, PFAC feedback has helped shape progress across communication, care processes, and patient support. Enhancements include clearer follow-up communication, improved telephone surveys for deeper feedback, and continued review of discharge and transition-of-care processes.

According to Shelley Moser, Senior Director of Quality and Safety, PFAC feedback plays a key role in turning patient and family perspectives into actionable improvements. She shared, “The council’s input has shaped enhancements to MyChart resources and patient education, making health information clearer and easier to access for our patients and families. By engaging patients and families as trusted advisors, we’re strengthening relationships and responsiveness to our community’s needs.”

“Having my opinion valued as a voice of the community has been a transformational experience for me,” said PFAC member Trevon Norman, Community Coalition Coordinator for the Prevention Alliance for Wichita. “The changes we have seen in such a short amount of time give me great confidence that there is nothing we won’t be able to improve together.”

Your voice shapes our care. We welcome your feedback during your visit, or you may contact our Safety Hotline at 940-764-5678. For those interested in joining our Patient Family Advisory Council, please email smoser@unitedregional.org.



PFAC members meet monthly with care teams to share perspectives that guide improvements in patient care at United Regional.

“It’s where experiences are heard, questions are welcomed, and honest dialogue helps shape better care.”

– Ryan Graves, Director of Patient Experience

A photograph of Dr. Phillips Kirk Labor, an older man with white hair, wearing a dark jacket over a patterned shirt. He is playing a dark electric guitar. The background shows a home interior with a lamp, a framed picture of a cat, and a skeleton decoration.

WORLD-CLASS CARE, CLOSE TO HOME — AND WORTH THE TRIP

United Regional's Vision is clear: to be a destination for world-class care. For patients and families across our region, that means **advanced expertise, compassionate support, and a care experience that earns trust** — whether someone lives just down the road or chooses to travel here from a larger metro area.

Phillips Kirk Labor, MD, is one example of that trust. A retired ophthalmologist from the Dallas–Fort Worth Metroplex, Dr. Labor stays active in retirement — especially through music and performance. After a fall left him with significant back and hip pain, everyday activities became difficult. As the pain persisted, it began to affect his quality of life and raised concerns about long term limitations.

With a physician's perspective, Dr. Labor researched his options and sought input from trusted colleagues. Although he had access to care in the Dallas–Fort Worth area, recommendations about United Regional's neurosurgery team gave him the confidence to pursue treatment here, in Wichita Falls.

After surgery, he experienced significant pain relief and improved mobility — progress that helped him return to playing music without the limitations he had lived with for more than a year.

“I’m so very glad that I had my surgery at United Regional,” Dr. Labor said. “The care I received was wonderful; it was second to none. I would recommend to anyone that they consider care there [at United Regional].”

World-class care isn't defined by geography; it's defined by expertise, teamwork, and the way patients are supported at every step. Stories like Dr. Labor's reflect what's possible when high standards, compassionate service, and a commitment to safety and quality come together for the people we serve.



Scan the QR code to watch Dr. Labor's story on why he chose to receive care at United Regional.

EXCEPTIONAL OUTCOMES IN SPINE SURGERY

Dr. Kirk Labor's experience reflects a broader commitment to safe, high-quality spine care at United Regional. In 2025, we're proud to report that there were no surgical site infections among patients undergoing spinal procedures, compared with a national average of approximately 3%. In addition, nearly three out of four United Regional spine patients returned home the same day as their procedure — **an indicator of minimally invasive techniques, strong surgical outcomes, and a quicker return to normal life.**

INNOVATION THAT GUIDES EVERY MOVE

United Regional's cutting-edge technology of the StealthStation™ surgical navigation and the O-Arm™ surgical imaging system is redefining the landscape of spinal procedures, offering unparalleled precision and safety for our patients.

The StealthStation™ enhances our surgeons' ability to navigate through intricate spinal structures with unmatched accuracy, providing real-time, three-dimensional visualization during surgery. This also allows for more precise placement of implants and instrumentation over traditional approaches.

The integration of the O-Arm™ further elevates the standard of care by providing high-quality, intraoperative imaging. This state-of-the-art imaging technology delivers detailed, real-time images of the patient's anatomy, allowing our surgeons to make informed decisions instantly and confirm the accuracy of the procedure.

With the introduction of the StealthStation™ and the O-Arm™, **United Regional Neurosurgery is at the forefront of technological innovation in spine surgery.** We are dedicated to providing our patients with the highest standard of care, and this advanced technology is a testament to our commitment to excellence.

Contact your Neurosurgeon's office to learn if the neurosurgical navigation system is an option for you.



EXPANDING PHYSICIAN EXPERTISE AND ACCESS

Meeting the healthcare needs of our community takes more than buildings and technology — it takes highly skilled physicians across various specialties. United Regional continues to reinvest in recruiting and retaining physicians to meet both the current and future medical needs of the area.

Every three years, United Regional conducts a Community Health Needs Assessment (CHNA) to better understand the health priorities of Wichita County. Using health data and input from community partners, patients, and stakeholders, the CHNA helps identify where care is most needed today — and where it will be needed tomorrow. These insights guide long term planning and shape how physician recruitment supports the community as it grows. (Learn more at <https://www.unitedregional.org/community-health-needs-assessment>.)

Over the coming months, multiple new physicians will be joining practices throughout the community — some with United Regional Physician Group (URPG) and others with independent practices — **bringing added expertise, capacity, and choice for patients and referring providers.**

United Regional Physician Group is rapidly expanding. The employed physician group has recently grown in the number of services offered to our community, as well as the number of physicians and advanced practice providers.

STRENGTHENING SURGICAL CARE LOCALLY

Most recently, United Regional welcomed four general surgeons from their private practice to URPG. These highly respected physicians are Christopher Finnell, MD; Christal Hames, MD; Brett May, MD; and Kevin Thomas, MD.

“Joining URPG allows established surgeons to step away from the administrative and operational demands of running a private practice so they can focus fully on patient care while supporting a more coordinated care experience for patients,” said Johnny Roberts, Vice President of Physician Practice Services. “That focus reinforces what we know to be true — keeping care close to home matters. Local access allows patients to benefit from familiar

surroundings, less travel, stronger continuity of care, and meaningful support from family and care teams.”

These surgeons utilize minimally invasive and robotic techniques and have years of experience in abdominal, hernia, and breast procedures, to name a few.

EXPANDING ACCESS; ENHANCING EXPERTISE

Additionally, URPG is expanding even further, with **new physicians in specialties such as cardiology, family medicine, and internal medicine to join by the end of the year.** This growth will offer patients even greater access to advanced care close to home.



DR. CHRISTOPHER FINNELL
GENERAL SURGEON



DR. CHRISTAL HAMES
GENERAL SURGEON



DR. BRETT MAY
GENERAL SURGEON



DR. KEVIN THOMAS
GENERAL SURGEON



Learn more about our general surgeons and the services they provide by visiting www.unitedregional.org/services/general-surgery. Often times, there is no need for a referral; patients may call 940-764-7730 to schedule an appointment.

INVESTING IN OUR COMMUNITY AND PATIENTS

At United Regional, we are making thoughtful, **long term investments to ensure high quality care remains close to home** — now and for generations to come. Through our Master Facilities Plan, we're making improvements and expansions across our campuses, supporting patient growth, advancing technology, and strengthening the environment where our staff provides exceptional care. From new buildings to renovated spaces, each project is designed with one goal in mind: better experiences and better outcomes for the people we serve.

Several major projects are already underway, including a new Imaging Center and a renovated home for women's specialty services.

ELEVATING CARE FOR OUR TINIEST PATIENTS

"I started crying because I was so scared for my baby," shared Mia Hamilton as she reflected on learning her baby would arrive prematurely. Mia delivered her daughter, A'naeyah, eight weeks early. Born at just over three pounds, A'naeyah required specialized, attentive care during her earliest days.

As part of the Master Facilities Plan, United Regional is elevating its Special Care Nursery to a full Level III Neonatal Intensive Care Unit (NICU), **expanding our ability to care for babies born as early as 26 weeks** — right here at home. This means fewer families will need to travel for advanced neonatal care, keeping parents close to their newborns during the most critical moments. When complete, **this NICU will be the only Level III facility within a 100 mile radius of Wichita Falls**, serving families across our region and strengthening care for the smallest and most vulnerable patients.

"Receiving care here in Wichita Falls while A'naeyah was in the nursery meant everything to our family," Mia reflected. "Being close to home allowed me to lean on the support of my mom and those around us, without the added burden of traveling or finding a place to stay for eight weeks in an unfamiliar city. United Regional made it possible for me to be right beside my precious baby girl when she needed me most!"

Today, stories like Mia's are shaping the future of neonatal care in our region. Together, we are building with purpose — so our community members have no need to leave home for the care they deserve.

Scan the QR code to see how we're building a stronger start for our smallest patients. And please consider supporting the Tiny Treasures Campaign. Every dollar counts. Visit www.unitedregional.org/NICU to give.



A rendering of United Regional's new Imaging Center, expected to open in December 2026.



A rendering of United Regional's Level III NICU, expected to be completed and designated in summer of 2027.



Mia and her daughter A'naeyah, who received excellent care close to home — at United Regional.

A STEP AHEAD: SIMPLE TIPS TO HELP PREVENT FALLS

For older adults, falls are one of the most serious health and safety risks. They can lead to broken bones, head injuries, and a loss of independence. According to the Centers for Disease Control and Prevention, more than one in four adults age 65 and older reports falling each year.

Why falls happen—and what you can do to help prevent them

As people age, changes in strength, vision, hearing, balance, and reaction time can all increase risk. Even people who are normally active may feel weak after an illness, surgery, or medication change. The good news is that many falls can be prevented with a few practical steps.

With awareness, regular check-ins, and a few practical changes, you can take meaningful steps to reduce risk and stay safer, more independent, and more confident.

To learn more, scan the QR code to check out United Regional's Fall Prevention Checklist.



Speak up about dizziness, weakness, or feeling unsteady. Tell a healthcare provider or caregiver if you do not feel steady on your feet.



Review medications regularly. Ask a doctor or pharmacist to look at prescription and over-the-counter medicines for side effects such as dizziness, sleepiness, or confusion.



Build strength and balance. Simple activities and exercises that improve leg strength and balance can lower fall risk. Always check with a healthcare provider before starting something new.



Keep check-ups up to date. Changes in eyesight and hearing can affect balance, depth perception, and awareness.



Stand up slowly. Getting up too fast from a bed or chair can cause lightheadedness and increase the chance of falling.



Make the home safer. Reduce clutter, improve lighting, secure rugs, add grab bars where needed, and keep commonly used items within reach.



Choose safe footwear and use assistive devices if needed. Supportive, non-slip shoes can help with stability. If a cane or walker has been recommended, use it consistently.



Do not ignore a fall. Even if there is no obvious injury, a fall can be an important warning sign and should be shared with a healthcare provider.

OUR VISION: DESTINATION FOR WORLD-CLASS CARE
OUR MISSION: TRANSFORM LIVES THROUGH INNOVATION, WELLNESS, AND TRUSTED CARE
OUR VALUES: • ALIGNMENT • COMPASSION • EXCELLENCE • GROWTH • INTEGRITY



LEADERSHIP



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