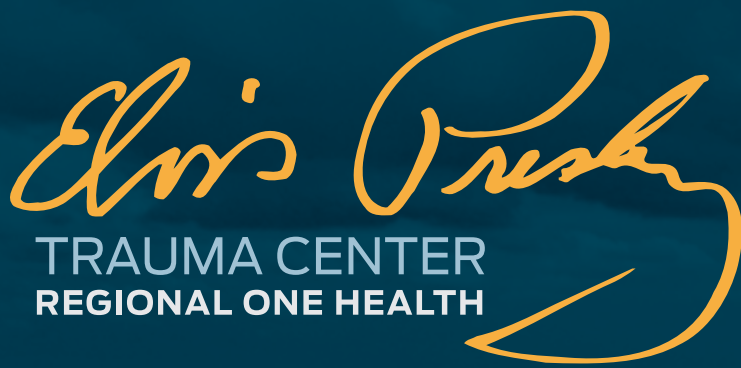




2025 BURN/TRAUMA/VASCULAR/HYPERBARIC MEDICINE ANNUAL STATISTICS & REPORT

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SETTING THE STANDARD FOR TRAUMA AND BURN CARE EXCELLENCE

Regional One Health is a cornerstone of life in Memphis and the Mid-South. Our Elvis Presley Trauma Center and Firefighters Burn Center are regional resources that offer hope and healing to the most critically injured patients, while services like academic vascular surgery and hyperbaric oxygen therapy (HBO) give patients a pathway to better health and quality of life. These services are unique in the level of advanced care they provide, which means they are called upon to serve families from throughout our community and beyond.

As the only level one trauma center within 150 miles of Memphis, the Elvis Presley Trauma Center gives more patients from Tennessee, Mississippi, Arkansas, and Missouri the chance to be treated within 60 minutes of a critical injury – the “golden hour” that is essential to a patient’s chance of a positive outcome. This year, we’re incredibly proud of our trauma team for earning verification from the American College of Surgeons. This prestigious honor formalizes what we have known for years: our trauma center provides world-class medical care, research, and training that is improving patient outcomes in the Mid-South and beyond.

Similarly, our burn, vascular, and HBO teams serve as a beacon of hope for families from all over our region. The Firefighters Burn Center is the only full-service burn center verified by the American Burn Association within a 200-mile radius of our city. Our academic vascular surgery practice offers unique expertise for everything from complex injuries to rare conditions to concerns like peripheral artery disease that impact millions of Americans. Our HBO facility, as the only center of its kind in Tennessee, provides therapy that is the best or only treatment for conditions including diabetic wounds, decompression sickness, and radiation injuries.

As we move forward with plans for a new hospital that will allow these services to grow and thrive, I am extremely proud of the dedicated medical professionals who provide access to care that simply can't be found in many hospitals. As you read our annual report, please take a moment to reflect on the sacrifices these individuals make to



ensure our community always has access to world-class care. We are fortunate to be the beneficiaries of their expertise and passion, and Regional One Health looks forward to continuing to serve this essential need for Memphis and the Mid-South.

REGINALD COOPWOOD, MD
President and CEO, Regional One Health

EXCELLENCE EARNED THROUGH TEAMWORK AND DEDICATION

As we reflect on 2025, we're reminded of the value of teamwork. This was a year of significant accomplishments, and none of them could have happened without the dedication and talent of people throughout the Regional One Health organization. Our Elvis Presley Trauma Center, Firefighters Burn Center, Vascular Surgery practice, and Hyperbaric Oxygen Therapy facility have continued to provide world-class care to our community while planning for a future that includes construction of a new hospital that will serve our community's medical needs for generations.

At the trauma center, we achieved a milestone that establishes our place among the nation's elite critical care facilities. In August, the American College of Surgeons awarded the Elvis Presley Trauma Center a three-year verification with no deficiencies. ACS verification is truly the gold standard in trauma care, and this confirms our national and international reputation for offering exceptional care and outcomes for critically injured patients. ACS verification is also a massive undertaking, and credit for this achievement is shared among every member of the trauma team, the subspecialists who help care for patients, Regional One Health leadership, etc.

Our Firefighters Burn Center also continued to establish itself as one of the nation's best, earning its fifth American Burn Association (ABA) verification in April. ABA verification reflects our ability to provide excellent care at every step of a patient's journey, from critical and intensive care to rehabilitation and outpatient support. As the only ABA verified burn center in a 200-mile radius of Memphis, we provide these advanced services to patients from all over the region.

We are also excited about our academic vascular surgery practice and hyperbaric oxygen therapy service. By adding several new board-certified academic vascular surgeons and developing the city's only hybrid operating room, we're giving more patients a chance to have minimally invasive surgery, even for complex circulatory conditions. At our HBO facility, where we offer the state's only multi-place chamber and board-certified underwater and hyperbaric medicine physicians, we earned designation by both the Undersea Hyperbaric Medicine Society (UHMS) and National Board of Diving and Hyperbaric Medical Technology (NBHDMT). Due to our unique resources and expertise, we can provide the best available treatments for diabetic and non-healing wounds, radiation injuries, and more.



As we celebrate these achievements, we also dive into the work required to realize our bright future. Regional One Health is developing a new, modernized hospital that will provide the space and technology needed for critical services like trauma, burn, vascular surgery, and hyperbaric oxygen therapy. We're excited about the opportunities 2026 will bring, and we look forward to continuing to provide our community and region with exceptional care.

MANOUCHEKA THERMITUS, MBA
Chief Operating Officer



TRUSTED TRAUMA CARE CLOSE TO HOME

No one starts their day expecting to get in a car crash, fall down a set of steps, or have an accident at work. Yet we know these things can happen to any of us at any time – and that is why the Elvis Presley Trauma Center is such an essential resource for Memphis and the Mid-South.

After a traumatic injury, patients who receive expert care within 60 minutes have a much better chance of survival. As the only level one trauma center in a 150-mile radius of Memphis, the Elvis Presley Trauma Center provides that chance for thousands of patients every year. We are proud to have earned American College of Surgeons verification in 2025, an achievement that speaks volumes about our state-of-the-art resources, expert multidisciplinary team, and ability to provide the care patients need to survive, recover, and return to their loved ones.

While ACS verification puts us in an elite group of trauma centers, we are not resting on our laurels. We continue to work hard every day to improve our level of care, and as Regional One Health embarks on construction of a modernized, expanded hospital, we look forward to continuing our legacy of making our community and region a healthier, safer place to live.

ANDREW KERWIN, MD, FACS, DABS
Chief of Trauma and Trauma Medical Director



ADVANCED BURN CARE FOR LIFELONG RECOVERY

When an individual is injured by a burn, it is often a life-changing experience. It is imperative that patients have access to expert burn care to make the fullest recovery possible, and Regional One Health's Firefighters Burn Center is proud to provide that vital resource for our community.

Firefighters Burn Center is currently in the process of completing their 5th American Burn Association Burn Center verification cycle, and we continue to serve as the only ABA-verified facility within 200 miles of Memphis. This means we play a critical role in the Mid-South as the leading facility for providing advanced burn care from the critical phase of a patient's injury all the way through specialized rehabilitation and outpatient support. As a regional asset, the Firefighters Burn Center also serves as a hub for burn research, training, and community outreach and education.

We are proud of the service we provide and excited for the future as Regional One Health builds a new hospital that will expand access to essential care for the Mid-South. It's an honor to be able to provide these services, and our team looks forward to helping families in our community through prevention and life-changing care.

TRAVIS WEBB, MD, MHPE, FACS
Firefighters Burn Center Medical Director



LEADING INNOVATION IN VASCULAR CARE

Vascular disease has an enormous impact on the community we serve. Thousands of patients are affected by conditions like peripheral artery disease, while others struggle to find treatment for rare vascular conditions and vascular trauma. If patients can't access the appropriate surgical resources they need, they can face debilitating symptoms, limb loss, and even death from vascular emergencies.

At Regional One Health, we strive to address those issues with expertise and compassion. We have established a robust, nationally renowned academic vascular surgery practice by recruiting top board certified physicians, utilizing a state-of-the-art hybrid operating room equipped with best-in-class surgical technology, and providing comprehensive and complex surgical procedures not previously offered at Regional One Health. Together, these resources enable us to enhance health and quality of life, prevent medical and surgical emergencies, and help our patients return to normal more quickly.

As vascular and endovascular surgeons, we are fortunate to have the opportunity to care for our patients through optimal medical management, surgical and/or endovascular treatment, and life-long surveillance. At Regional One Health, that is a responsibility and blessing we do not take lightly. We look forward to being part of the hospital's continued growth and to the opportunity it provides us to meet our region's need for world-class vascular surgical care.

ERICA L MITCHELL, MD, Med, SE, FACS, DFSVS, MAMSE
Medical Director for Vascular Surgery



SPECIALIZED HEALING FOR COMPLEX WOUNDS

Oxygen is fundamental to life. Harnessed properly, it can also be fundamental to giving patients their best or possibly only opportunity to heal from a variety of serious conditions. In Regional One Health's Undersea and Hyperbaric Medicine service, we see this happen all the time.

As home to Tennessee's only multi-place hyperbaric oxygen chamber and physicians who are board-certified in undersea and hyperbaric medicine, our practice offers patients a unique opportunity to spark the body's natural healing processes for everything from diabetic wounds to radiation injuries to decompression sickness. By exposing patients to 100 percent oxygen under pressure in our hyperbaric chamber, we can help their bodies grow new blood vessels to repair damaged tissue, which promotes healing and can even prevent amputation.

For many patients, hyperbaric oxygen therapy is the best or even the only chance for recovery. We are proud to offer new hope to our patients, and we remain steadfast in our commitment to helping everyone we treat achieve optimal healing and the best possible quality of life.

TONY ALLEMAN, MD, FUHM
Medical Director for Undersea and Hyperbaric Medicine

Regional One Health plays a unique and critical role in the Mid-South.

Exceptional health care is measured not by the patients we see, but the people who walk out our doors. We are dedicated to delivering lifesaving and life-changing care with a personalized approach and to advancing medicine for our community and beyond.



LIFESAVING CENTERS OF EXCELLENCE

Our health system is a beacon of hope, using world-class resources and elite expertise to care for patients with the most critical injuries and complex medical needs.

Elvis Presley Trauma Center

Our **Elvis Presley Trauma Center**, the only level-1 trauma center in a 150-mile radius, is ready 24/7 with a multidisciplinary team and dedicated assessment, operating, recovery, and blood bank resources.

Firefighters Burn Center

As the only verified full-service facility for 200 miles, our **Firefighters Burn Center** provides acute and critical care, specialized rehabilitation, and outpatient treatment to save lives and provide optimal function.

High-Risk Obstetrics

Our **Center for High-Risk Pregnancy** maternal fetal medicine specialists offer the most advanced level of care available in the region for complex pregnancies. Through skill and compassion, we provide optimal outcomes for both moms and babies.

Sheldon B. Korones Newborn Center

Our **Sheldon B. Korones Newborn Center NICU** was founded on the belief that every baby deserves a healthy start to life. We provide expert medical care for premature and critically ill infants and support and education for their families.

NEXT-LEVEL CARE

At Regional One Health, services of choice range from personalized primary care for the entire family to comprehensive specialty care for chronic medical conditions. Our health care system is built to make it easy for patients to access the screening and preventative care they need to avoid serious illness as well as the advanced medical, surgical, pharmacy and rehabilitation services that allow us to treat illness and injury in a manner that promotes quality of life.

Our six primary care offices are spread out across Memphis to make sure everyone has access to quality preventative care and treatment for routine illnesses. We give patients choices so they can find care that matches their lifestyle and build meaningful relationships that enhance the care we provide. We have providers who specialize in seeing children, adults, seniors, and multiple generations of the same family, and we offer a midwifery program specializing in patient-centered, empowering care for routine well-woman and pregnancy care.



Through our partnership with University of Tennessee Health Science Center, we offer specialist care in countless disciplines. Our physicians include world-renowned experts in the treatment of various cancer diagnoses, inflammatory bowel disease, sickle cell disorder, complex gynecologic conditions, and much more. Our integrated system allows patients to seek whole-person care all in one place from providers who understand their medical history, needs and goals.

OUR COMMITMENT TO EXCEPTIONAL CARE

Regional One Health has touched countless lives in the Mid-South, and we continue to do so through our commitment to exceptional, compassionate care. We're proud to provide the essential care that improves individual health and the health of our community, and to play a pivotal role in building a bright future for health care.

A legacy of service...

Chartered in 1829, Regional One Health is the oldest hospital in Tennessee and oldest business in Shelby County. It has served as a children's hospital, military hospital, maternity hospital, hospital for tuberculosis patients, and more. Today, we are forging a legacy of enhancing health for patients of all walks of life by improving access to advanced medical care.

A bridge to the future...

We are proud to train the next generation of health care providers, with many physicians in Tennessee doing at least part of their training at Regional One Health. Being an academic hospital not only lets us help ensure a bright future for health care, it brings in new perspectives and keeps us on the cutting edge of the latest advances in medicine.

New ways of delivering care...

We are committed to expanding initiatives that make sure all patients have access not only to good health care, but to good health. Our ONE Health program is a national model for complex care, offering a new way to support vulnerable patients by addressing both their medical needs and social determinants of health. Our Center for Innovation partners with disruptive thinkers to ideate and test products and delivery models that can benefit patients everywhere.

Specializing in
TOMORROWS



Regional One Health



A LOOK AT HOW THE FOUNDATION & DONORS HELPED SHAPE CARE

It takes an intense commitment and good partnership to meet the needs of patients who require advanced care for traumatic injuries, burns, vascular conditions, and more.

The Regional One Health Foundation is an important partner in providing generous support for the exceptional care delivered at Regional One Health. At our Elvis Presley Trauma Center, Firefighters Burn Center, academic Vascular Surgery practice, and Hyperbaric Oxygen service, partnering with the Foundation allows us to access the training, technology, and other resources we need to make a difference in the lives of patients from all over the Mid-South.

In health care, philanthropy is truly transformative, and the generosity of Foundation donors makes a difference every day. As Regional One Health works toward building a new hospital with expanded and modernized trauma, burn, vascular, and HBO facilities, the role of the Foundation will be more important than ever.

The Foundation has embarked on its most ambitious

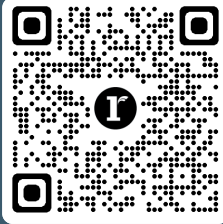
campaign to date, seeking donor support to use alongside Shelby County funding to ensure our new hospital will serve our community's critical care needs for generations. This is nothing short of essential: The population of our service area continues to grow, and rates of injury and illness continue to rise. At the same time, small hospitals are closing, and more patients are being diverted to Regional One Health.

With the Foundation's support, we look forward to the construction of new facilities that will improve the health of our patients, support groundbreaking research, train the providers of tomorrow, and boost the regional economy. This project is truly transformational for Memphis and the Mid-South, ensuring a bright future for health care here and beyond. Learn more about the Foundation and how to support a team that is "Specializing in Tomorrows" for patients all over the Mid-South.

Scan the QR code to donate
to the Foundation.



JOIN US IN TRANSFORMING LIVES: SUPPORT REGIONAL ONE HEALTH FOUNDATION



SCAN THE
QR CODE
DONATE TODAY!

At the heart of our community stands Regional One Health, a beacon of hope for all – irrespective of their financial means. We are the vital lifeline for critically injured trauma patients, a significant portion of whom face the daunting reality of being uninsured. Our reach extends to 129 counties, providing world class care for serious illnesses like cancer and heart disease to underserved populations who would otherwise have nowhere to turn.

Imagine a newborn's fragile life, hanging in the balance, now cradled in safety because of the advanced care we provide. Envision the relief of those in crisis, finding expert care and solace within our walls. By supporting us, you're not just donating to a hospital; you're fortifying the health and vibrancy of Memphis and the Mid South.

Your contribution is a catalyst for change. It's an investment in compassionate care that tackles health disparities, cutting edge medical innovation, and in nurturing connections that make families whole.

Regional One Health Foundation is more than a nonprofit; it's a promise of a healthier, stronger community. By funding programs, essential technology, and training, we're combating health challenges head on. We invite you to be a part of this transformative journey. Together, we can grant every individual the chance for a healthier tomorrow.

MAKE YOUR IMPACT TODAY. SUPPORT HOPE. SUPPORT HEALING.
SUPPORT REGIONAL ONE HEALTH FOUNDATION.



MEET OUR TEAM

Regional One Health is home to an exceptional team of professionals in trauma care, burn care, vascular surgery, and hyperbaric medicine who have dedicated their careers to ensuring world-class care is available for patients. Our team includes administrative leaders, surgeons, and advanced practice practitioners who specialize in the delivery of trauma care.

TRAUMA AND BURN ADMINISTRATION

ERICA NEISSER, Trauma Program Manager

The trauma program manager helps drive the development, implementation and evaluation of the trauma program and maintains evidence of educational preparation, certification and clinical experience in trauma care. They lead performance improvement activities along with national, state and local outreach, education and injury prevention initiatives. They are responsible for managing the trauma registry; supporting research, analysis and protocol development; and serving on hospital and state committees to enhance care delivery and patient management.



PATRICK BROCKWAY, Burn Program Manager

The burn program manager is responsible for overseeing the operations of the Firefighters Burn Center and ensuring the highest level of patient care. Their roles include directing clinical services and participating in research, resources management, providing data analysis and reporting, overseeing regulatory compliance, and managing the burn registry. They play a key role in the development and implementation of the burn program, including outreach and prevention at the local, regional, and state level, and collaborate with other departments throughout the hospital to make sure patients have access to the full continuum of care.



Trauma Performance Improvement Coordinators

The trauma performance improvement coordinators collaborate with the trauma medical director and program manager to monitor and improve structures, processes and outcomes. They use their clinical nursing expertise to perform detailed case reviews to help the team improve care for future patients. They assist with loop closing any opportunities for improvement across both internal and external multidisciplinary groups.

Community Outreach/Injury Prevention Coordinator

The community outreach/injury prevention coordinator helps the trauma center serve as a community and regional resource, which is integral to our lifesaving mission. They develop and lead outreach programs based on the needs and resources of our region and ensure that our public awareness, injury prevention education and professional education initiatives are designed to improve outcomes and prevent injury. They also lead public and professional dissemination of information, facilitate access to our clinical and educational resources, and represent the trauma center on various community and state committees.

Hospital Violence Intervention Program Liaisons

Hospital Violence Intervention Program liaisons support patients who present at the trauma center due to gunshot wounds, stab wounds and serious assaults. They assess each patient's needs and connect them with appropriate resources including education, job readiness training, ongoing health care services, and community organizations that support positive life choices. The goal is to reduce retaliation levels, prevent repeat injury, and help clients achieve personal goals.

Trauma and Burn Registry Professionals

Trauma and Burn Registry professionals abstract, enter and analyze data for our Trauma and Burn Registries, which is used for ongoing research and internal performance improvement processes. Data is also reported to the National Trauma Data Bank, Burn Center Quality Program and State Trauma Registries. These professionals capture the entire continuum of a critically injured patient's care, including data from before their arrival, during their care at the trauma or burn center, and finally their discharge.

Traumatic Brain Injury Coordinator

The Traumatic Brain Injury (TBI) Coordinator works to connect individuals who reside in Fayette, Haywood, Lauderdale, Shelby and Tipton counties who have suffered a brain injury. The TBI Coordinator provides case management and resource connection to help those with brain injuries adjust and thrive in their new normal post injury.

Vice President of Trauma and Burn Services

This role provides leadership and oversight to both the Trauma and Burn service lines, which share common goals of providing lifesaving care to those injured across the Mid-South. The Vice President of Trauma and Burn Services assists in developing strategic vision and operational goals to both continue and grow the service lines. With this leadership, the Elvis Presley Trauma Center and Firefighters Burn Center will remain well prepared to provide the exceptional services we are known for.



TRAUMA LIAISON PHYSICIANS



MUHAMMAD AFZAL, MD,
Radiology Liaison



SAM FASBINDER, MD,
Anesthesiology Liaison



BRIAN THOMAS HAWKINS,
MD, Emergency Medicine
Liaison



NATALIE DUNLAP, DO,
Geriatrics Liaison



STEPHANIE EINHAUS, MD,
Neurosurgery Liaison



MATTHEW RUDLOFF, MD,
Orthopedics Liaison

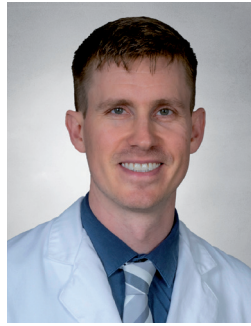
TRAUMA SURGEONS



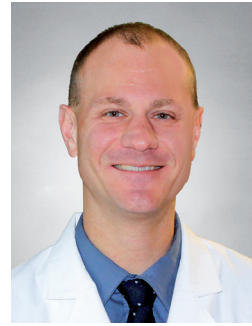
YASMIN ALI, MD, Assistant Professor of Surgery



KENDRA BLACK, MD, Assistant Professor of Surgery



THOMAS EASTERDAY, MD, Assistant Professor of Surgery



CORY EVANS, MD, Assistant Professor of Surgery



DINA M. FILIBERTO, MD, MS, Associate Professor of Surgery



EMILY LENART, DO, Assistant Professor of Surgery



SARA SOULE, MD, FACS, Assistant Professor of Surgery



VICKI SCHLANSER, DO, Assistant Professor of Surgery

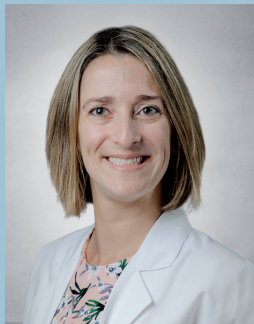


JESSICA STASZAK, MD, Assistant Professor of Surgery

VASCULAR SURGERY



SIRA MARY DUSON, MD, MBA, FACS



LEANNE GRAFMULLER, MD, RPVI



MOHAMMED M. MOURSI, MD



CHINMAYEE POTTI, MD

BURN SURGERY



DANI KRUCHEVSKY, MD

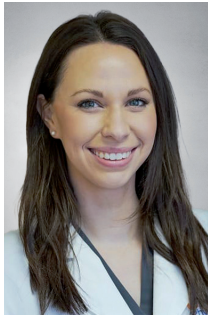


MAHMOUD HASSOUBA, MD, PhD



MUNTAZIM MUKIT, MD

ADVANCED PRACTICE PRACTITIONERS



VICTORIA MILLIGAN,
MSPAS, PA-C, Trauma &
Critical Care APP Lead



AMY K. WILSON,
APRN, DNP, AGACNP-BC,
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Liaison



RYAIN ALEXANDER,
ARNP



RACHAEL CHAPPLE,
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ELYSHA LYLE, PA-C



KRISTOPHER MADAY,
PA-C, DFAAPA



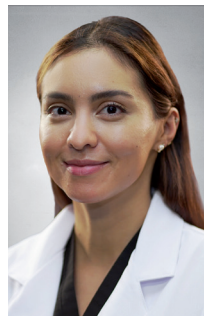
SUZANNE MOYER, DNP,
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AMY M. ROST, MSN,
APRN, FNP-BC



MATTHEW SANDERS,
PA-C



SHARON TISDELL, APRN



SHAY WHITE, MSPAS,
PA-C

LEVEL-ONE TRAUMA CARE: A CRITICAL RESOURCE FOR OUR COMMUNITY

The Elvis Presley Trauma Center, which is one of the busiest trauma centers in the nation, serves a region that spans Memphis, 54 counties and four states and includes urban, suburban, and rural areas. Patients present with critical injuries caused by car crashes, violence, farming and workplace accidents, falls, and more. Despite our patients having the most severe, complex injuries, 97 percent survive. This is due to the unique facilities and expertise at the trauma center, where a multidisciplinary team is available 24/7 to jump into action at a moment's notice.

Responding to traumatic injuries is an enormous, resource-intensive undertaking. Our trauma center has four shock trauma bays, 13 trauma ER beds, four trauma operating rooms, 22 trauma ICU beds, 18 critical care beds, 28 trauma step-down beds, and robust blood bank facilities. Patients receive care from an expansive team of trauma surgeons, surgical specialists, anesthesiologists, emergency medicine specialists, radiologists, cardiologists, hospitalists, trauma nurse practitioners and physician assistants, pharmacists, CRNAs, ICU nurses, surgical nurses, perioperative nurses, surgical techs, respiratory therapists, physical therapists, occupational therapists, speech therapists, orderlies, x-ray techs, lab techs, etc. Regional One Health also offers onsite specialist clinics, imaging, pharmacy, subacute care, extended care, and inpatient and outpatient rehabilitation.

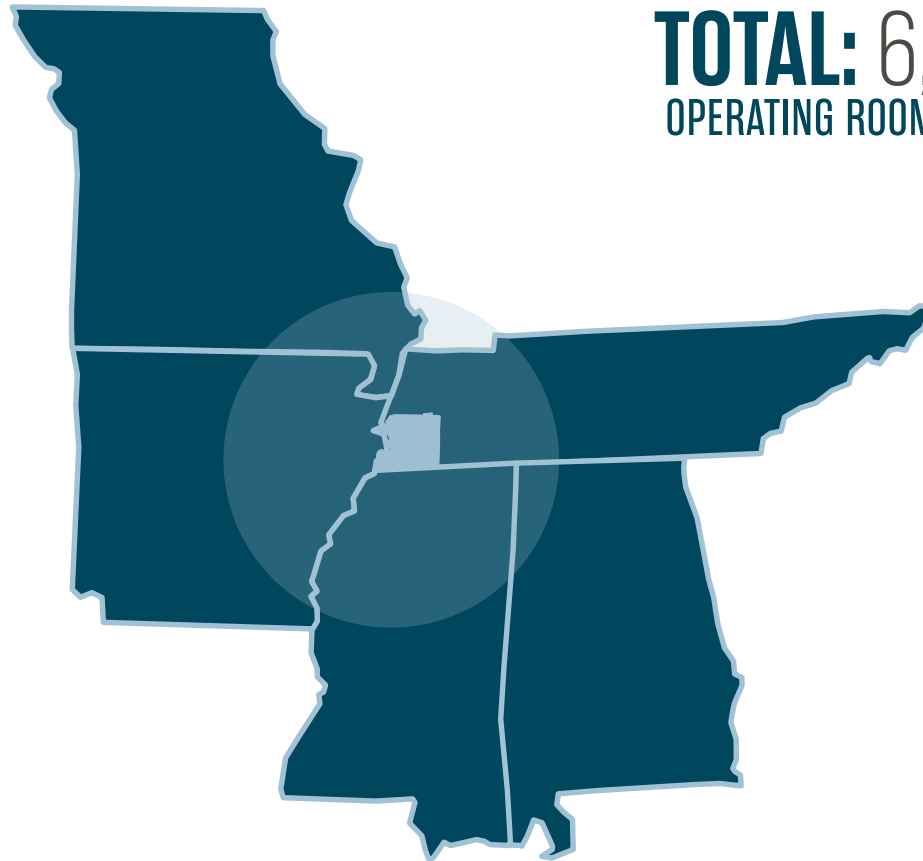
The Elvis Presley Trauma Center's impact on Memphis and the Mid-South is clear every time we look at the data that drives our operations. The numbers show that having level-one trauma care available in our community saves lives. They also tell us that we consistently deliver on our promise of providing lifesaving, life-changing care and restoring health so patients can return to their families and our community. This is what Dr. Timothy Fabian envisioned when he came to Memphis in 1980 to start the trauma program and build the trauma center. We look forward to carrying on Dr. Fabian's legacy and continuing to meet the needs of our patients through world-class medical care, research, innovation, and by training the next generation of trauma professionals.



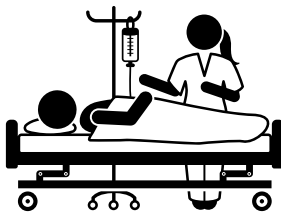
Regional One Health's perioperative nursing team, which cares for patients before, during and after surgery, staffs four ORs between 7 a.m. and 7 p.m. and three ORs between 7 p.m. and 7 a.m. Over 30 percent of the operations performed at the hospital are for patients with traumatic injuries.

WHO WE SERVE

The Elvis Presley Trauma Center is the only Level-1 Trauma Center in a 150-mile radius of Memphis. Our service area includes four states (Tennessee, Mississippi, Arkansas and Missouri) and is home to 2.8 million people. We also care for patients from outside our direct service area.

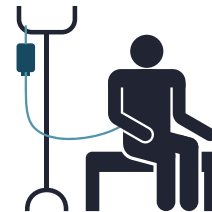


TOTAL: 6,920
OPERATING ROOM CASES



CRITICAL CARE ASSESSMENT VOLUME

Our Critical Care Assessment (CCA) is the dedicated emergency room for the Elvis Presley Trauma Center. In 2025, **12,674** patients were treated in CCA.

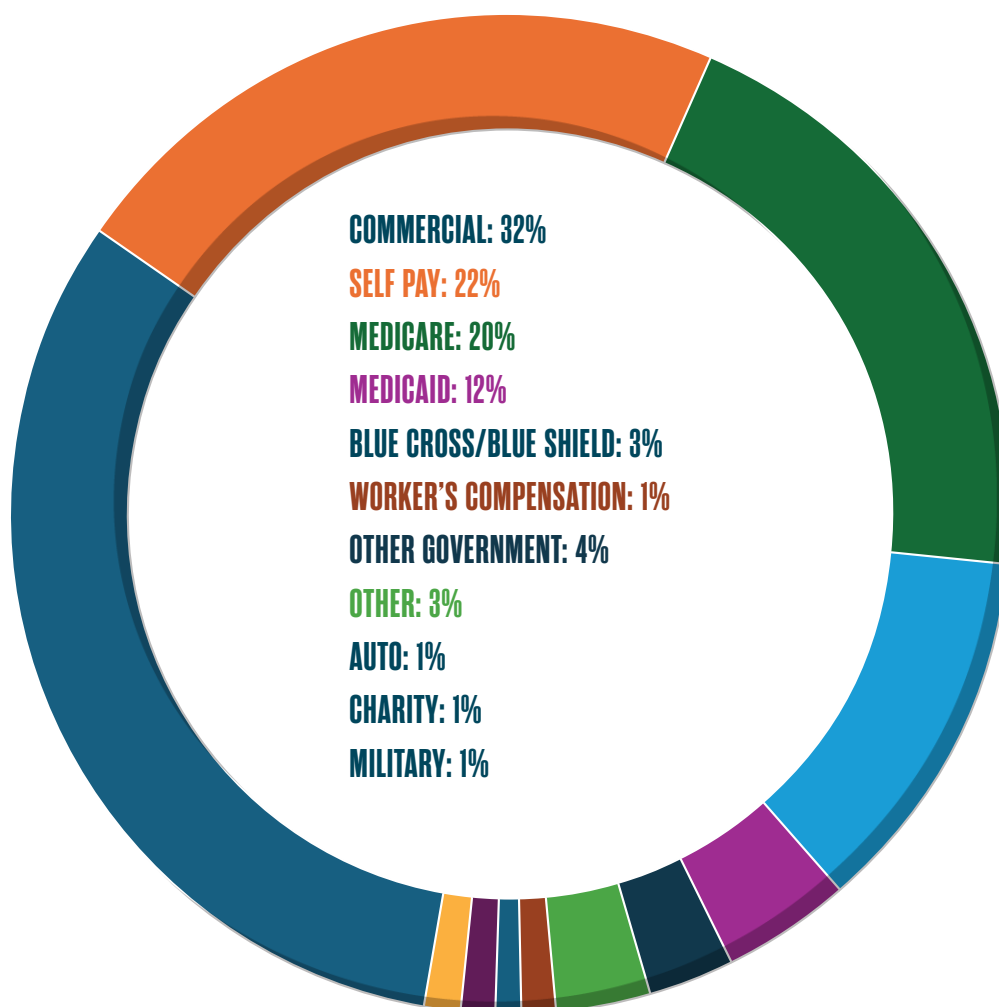


BLOOD PRODUCTS

Every month, hundreds of patients receive lifesaving blood transfusions, with **7,071** total units of blood provided to patients over the year in 2025.

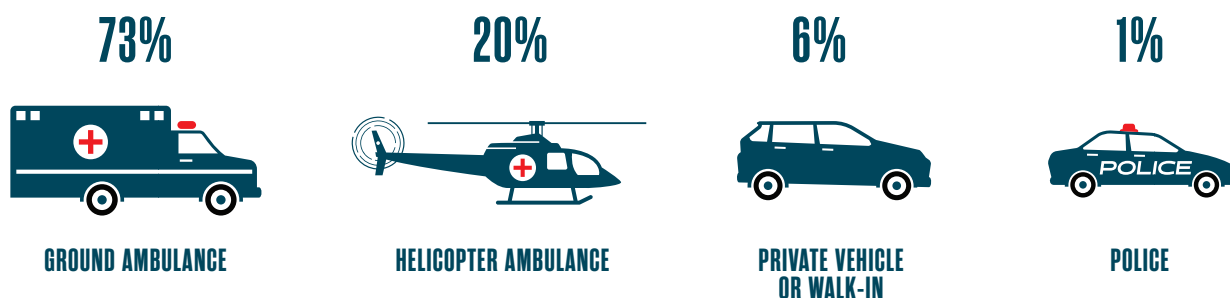
PRIMARY PAYOR

As an essential access hospital, our trauma center serves all patients, regardless of ability to pay.



HOW PATIENTS ARRIVE

Patients come via ground ambulance, helicopter ambulance, police transport and private vehicle or walk-in.



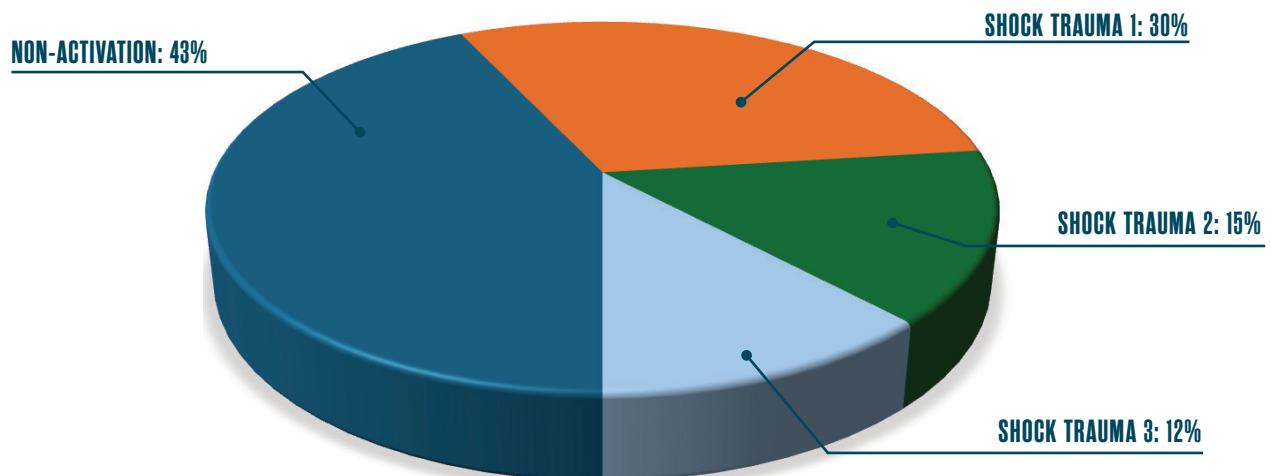
TYPES OF INJURY

The Elvis Presley Trauma Center serves a major city, suburban areas and towns, and rural areas which surround Memphis, which means we treat an extremely diverse range of injuries.



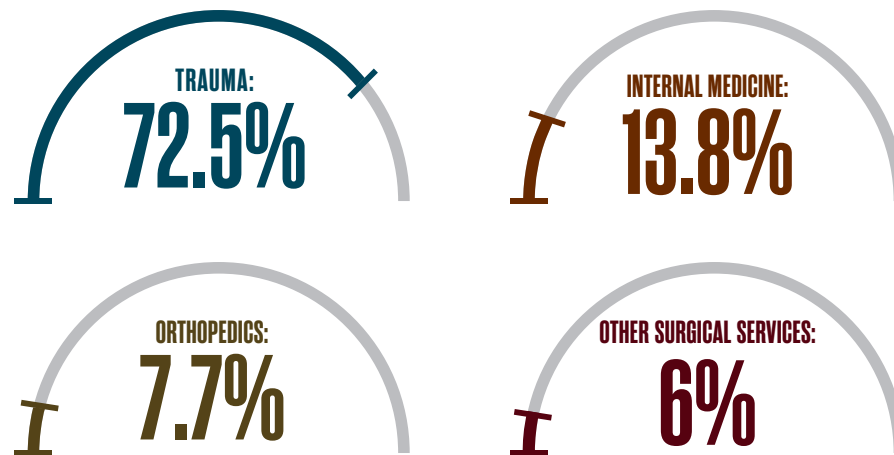
ACTIVATION CLASS

Activation details allow us to prepare for patients prior to their arrival. Shock Trauma 1 is the highest level representing immediately life-threatening injuries. Shock Trauma 2 is for injuries that are serious but not immediately life-threatening. Shock Trauma 3 patients typically have single system injuries such as a broken leg or facial fracture, or have been involved in a car crash or fall with high chance of injury but are currently stable.



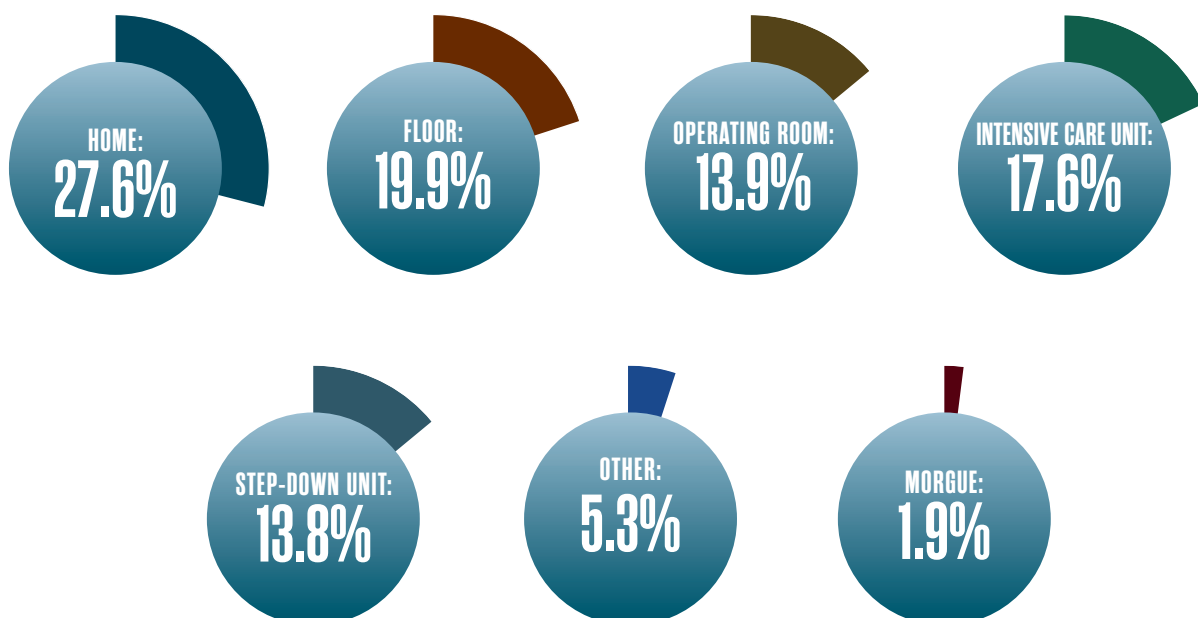
ADMISSION SERVICE

The majority of the patients we admit go directly to the trauma service, highlighting our role as the region's leading provider of critical care. In 2025, there were 4,752 total trauma patient admissions.



EMERGENCY DEPARTMENT DISPOSITION

After patients leave Critical Care Assessment, they typically go straight to the ICU or Operating Room, which speaks to the severity of injuries our trauma center treats.



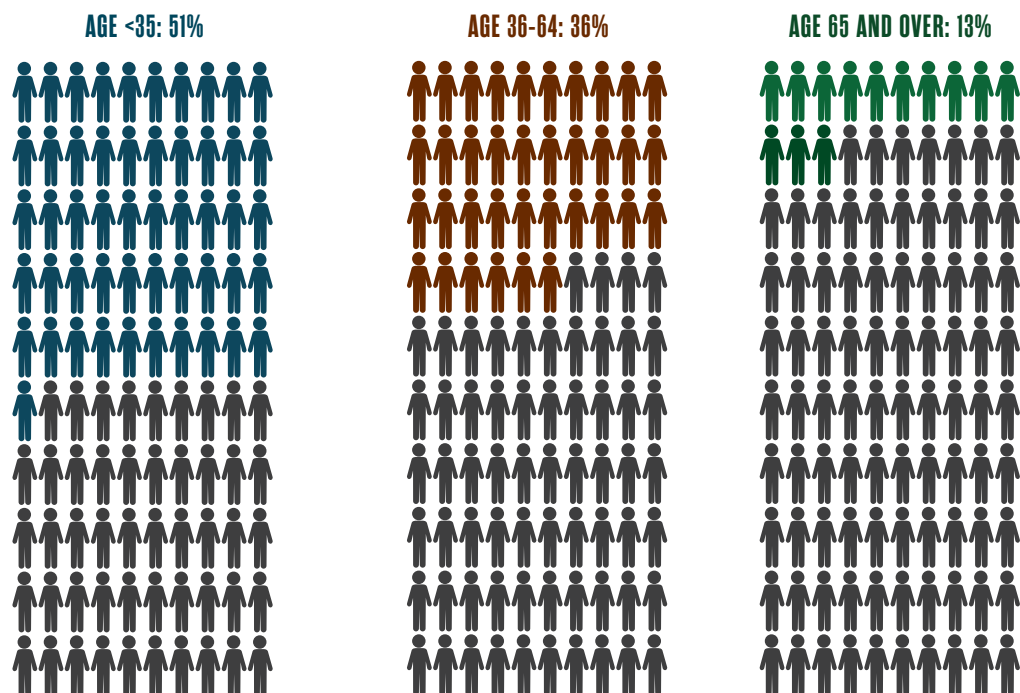
PATIENT ARRIVALS

Our strong partnerships with emergency medical services and other hospitals in our region lets us prepare for patients prior to their arrival.



AGE RANGE

Our trauma center serves patients age 15 and older.



*Data is from January-December 2025

ENSURING ACCESS TO WORLD-CLASS BURN CARE IN THE MID-SOUTH

The Firefighters Burn Center is the only full-service burn center verified by the American Burn Association in a 200-mile radius of Memphis. As a full-service facility, it provides the entire continuum of care for patients with the most severe burn injuries. This includes emergency care, acute care, acute burn surgery, reconstructive surgery, wound care, laser procedures, and both inpatient and outpatient burn rehabilitation therapy. The Firefighters Burn Center is home to the only burn-specific inpatient rehabilitation unit in the United States, and our Wound Care Center offers the only multi-place hyperbaric oxygen therapy chamber in Tennessee.

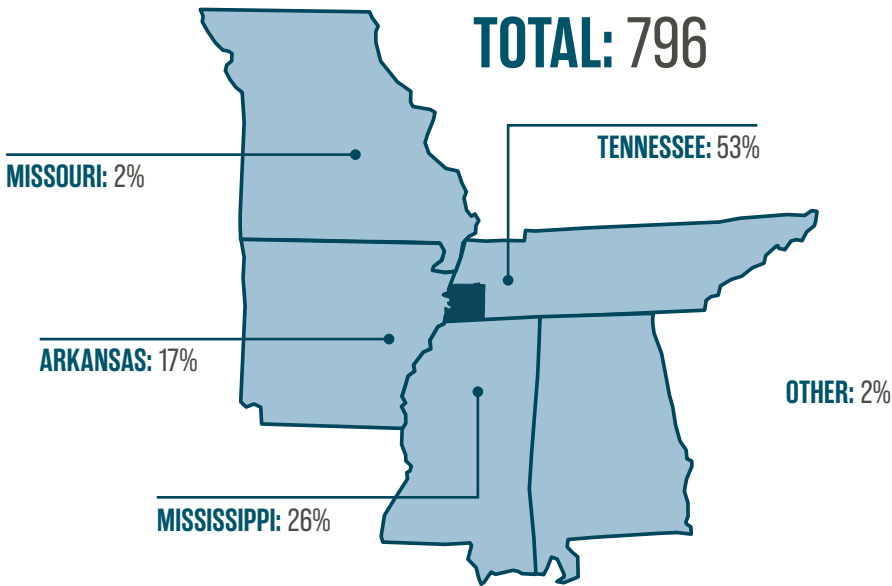
Patients at the Firefighters Burn Center receive comprehensive care in a facility designed around the unique needs of burn patients. Located in Turner Tower on Regional One Health's downtown Memphis main campus, the burn center has dedicated facilities including a three-bed emergency room, seven-bed burn intensive care unit, seven-bed burn stepdown unit, post anesthesia recovery area, and two-room operating suite. Along with the in-house rehabilitation facility and wound care center, patients have convenient access to our outpatient plastic surgery & laser clinic, which is also located on the main campus. Patients are cared for by an expert team that stays by their side for their entire treatment journey. Board-certified plastic surgeons provide procedures that both save lives and protect function, form, and quality of life. Our advanced practitioners, nurses, therapists, and other providers are specialists in burn care, allowing them to address the unique challenges that come with these complex injuries.

Since opening the Mid-South's first burn referral unit in 1985, Regional One Health has worked diligently to ensure access to advanced burn care. The Firefighters Burn Center has been at the forefront of that mission since its opening in 1993, and we have extended our reach beyond our walls as home to The Bridge, a smartphone app that lets burn care providers from all over the area consult with our experts. We look forward to continuing to serve as the Mid-South's leader in burn care and to a bright future at the Firefighters Burn Center. Along with earning four re-verifications from the American Burn Association, we are pursuing accreditation from the American College of Surgeons. Most importantly, our team is excited to continue helping patients reclaim their independence and return to their loved ones and the activities they enjoy.



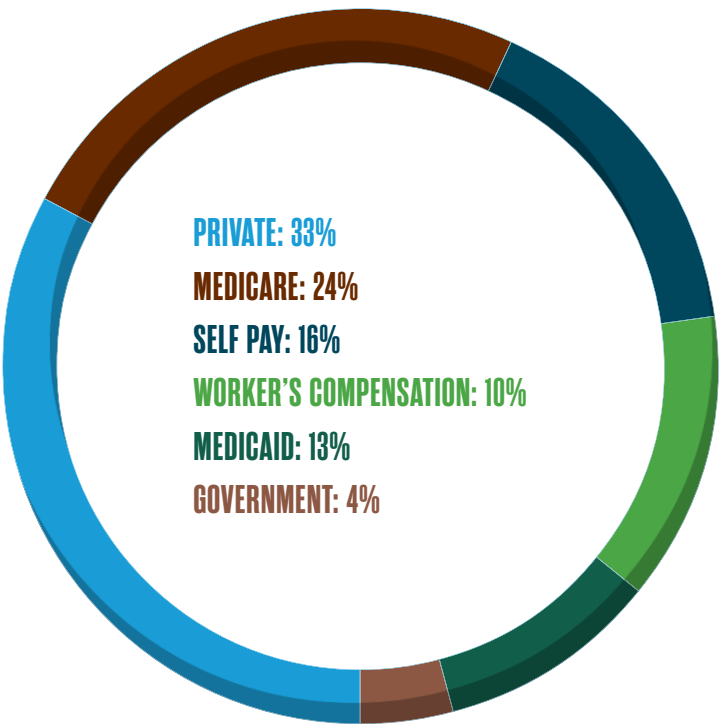
WHO WE SERVE

As the longest operating American Burn Association-verified burn center in 200 miles of Memphis and in the state of Tennessee, the Firefighters Burn Center cares for the most critically injured burn patients in the Mid-South. In 2025, we treated 796 patients in our burn emergency department, and 440 patients were admitted to the Firefighters Burn Center.



PRIMARY PAYOR

As an essential access hospital, our trauma and burn centers serve all patients, regardless of ability to pay.



HOW PATIENTS ARRIVE

Patients come via ground ambulance, helicopter ambulance, police transport and private vehicle or walk-in.

59%



GROUND AMBULANCE

22%



HELICOPTER AMBULANCE

19%



PRIVATE VEHICLE
OR WALK-IN

TYPES OF INJURY

Burn injuries come from a variety of sources. Our team has the medical resources and expertise to care for all types of burns.

36%



FLAME

31%



SCALD

18%



FLASH

4%



FRICTION/SHEARING

3%



CONTACT

3%



ELECTRICAL

3%



CHEMICAL

2%



COLD/INFECTION

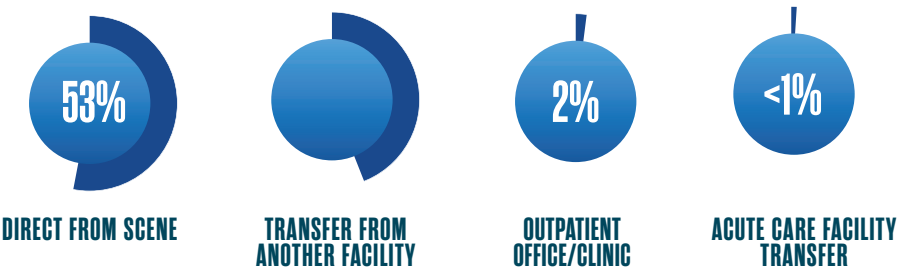
DESCRIPTION OF INJURIES

Burn injuries are categorized based on the Total Body Surface Area (TBSA) of the burn injury. Inhalation injuries are also classified as burn injuries.

0 TO 9% TBSA: 76% 20 TO 29% TBSA: 4%
10 TO 19% TBSA: 18% >30: <2%

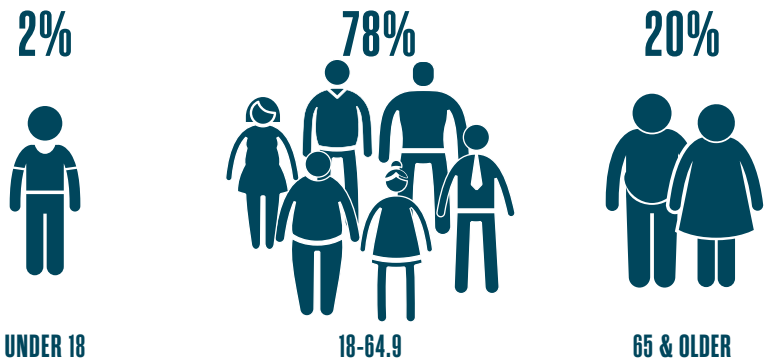
PATIENT ARRIVALS

We work closely with hospitals throughout our region to ensure the successful transfer of burn patients who require advanced care at the Firefighters Burn Center.



AGE RANGE

The Firefighters Burn Center cares for patients age 10 and older.



*Data is from January-December 2025. Some December numbers were incomplete at the time of publication. Statistics are based on 387 patients out of 440 for whom data was available.

ACHIEVING THE GOLD STANDARD OF TRAUMA CARE



Elvis Presley Trauma Center earns prestigious American College of Surgeons verification, becoming the only adult hospital in Memphis with the designation

As the region's level one adult trauma center, Regional One Health's Elvis Presley Trauma Center is well-known in Memphis and the Mid-South for the lifesaving care it provides in times of crisis.

Now, that reputation has been confirmed by the most elite method available: The Elvis Presley Trauma Center is the newest American College of Surgeons-verified level one trauma center in the United States and the only adult hospital in Memphis with the prestigious designation.

ACS officials visited Regional One Health in August for the conclusion of a detailed review process. They awarded the trauma center a three-year verification with no deficiencies – an impressive outcome that is a credit to the dedication of the trauma center team and support from Regional One Health leadership.

“ACS verification is the gold standard in trauma care,” said Josh Dugal, vice president of Trauma and Burn Services. “By being verified, you’re being held to the highest standards of trauma care in the United States regardless of what state the center is located in. It is the highest possible achievement for a trauma program.”

“Our goal was to measure ourselves against the national leaders. We already have a national and international reputation as a fantastic trauma program, and we wanted to prove that we’re as good as everyone says we are. This is that final, objective validation.”

“It elevates us to an elite group of hospitals,” said Andrew Kerwin, MD, FACS, Chief of Trauma and Medical Director for the Elvis Presley Trauma Center. “There are around 200 level one trauma centers in the country, and a lot of the verified facilities are in academic medical centers. As Regional One Health works toward building an academic medical center, it’s important that our trauma center is in that same group.”

“Our goal was to measure ourselves against the national leaders. We already have a national and international reputation as a fantastic trauma program, and we wanted to prove that we’re as good as everyone says we are. This is that final, objective validation.”

— JOSH DUGAL

The Elvis Presley Trauma Center opened in 1983 and is the state-designated trauma center for Tennessee, Mississippi, and Arkansas. While state designation ensures that a facility meets state regulations for providing quality care and operations, it doesn’t go as far as ACS verification.

“With the ACS, the standards are completely objective and more clinically robust because they’re written by clinicians,” Dugal said. “They go above and beyond anything the states would ask for. It means that Regional One Health provides the highest level of trauma care available.”

Elvis Presley Trauma Center staff started working toward verification several years ago. Trauma centers must present a wealth of documentation regarding their patient care, procedures, protocols, and clinical practice guidelines.

They submitted nearly 500 documents covering a range of topics, including the physical layout of the trauma center, engagement with state trauma systems, administrative and medical leadership, injury prevention and public education programs, performance

improvement staffing, clinical practice guidelines, response time, provider training, research activity, and more.

ACS reviewers reviewed the documentation and also toured the trauma center. In the end, they found the facility meets all of their standards with no deficiencies.

Dr. Kerwin said that success comes from a true team effort.

“It’s not just the trauma surgeons, it’s the subspecialists in anesthesia, orthopedics, neurosurgery, radiology, etc. who care for patients. Having them readily available at a moment’s notice is what separates us,” he said. “We also have incredible nurses. They go through extra education to take care of trauma patients, and that also differentiates us from community hospitals.”

Dr. Kerwin and Dugal added the effort could not have been successful without Trauma Program Manager Erica Neisser, who expertly leads the Trauma Program Team. The team includes Trauma Registry Professionals who collect data about injured patients, Performance Improvement Nurses who review patient care, and Outreach Education and Injury Prevention Staff. They noted all of these professionals are the backbone of the program, working tirelessly to improve the care of those who live and work in our region.

Dugal noted the verification process not only highlighted those strengths, it also helped make sure they’ll always be in place. “Going through the process made us better,” he said. “It moved us from people-driven to process-driven. We’ve always done things the right way, but this journey helped us make sure that’s the way it is always done because of strengthened policies and procedures.”

While the excellent result is a source of pride, it is by no means the end of the constant effort to grow and improve.





ACS verification is a three-year cycle, meaning the trauma team will go through a re-verification survey in 2028. They'll start working on documentation long before that and are immediately focusing on areas of improvement highlighted by the ACS.

The ACS provided a checklist that includes improving administrative support for the research process, blood bank reporting after massive transfusion activations, pediatric readiness, timeliness of CT scan reporting, and mental health screening for personnel who are part of difficult situations.

"We're always looking to see how we can do things better so when the next patient comes in we're ready to give them the best possible outcome," Dr. Kerwin said. "We're always learning. We're always using data to look for ways to improve."

As Regional One Health works toward building a new, modernized hospital to meet the community's needs for generations, Dugal and Dr. Kerwin said the trauma center's ACS trauma verification is an important step in the right direction.

"There is data that shows this achievement impacts not only the trauma program, but the entire hospital by elevating quality throughout the system," Dr. Kerwin said.

"When we focus on our quality indicators, it has an effect for the rest of the services we provide and shows our commitment to moving toward being a full academic medical center. I'm proud of the commitment the hospital made to the trauma program and the residents we serve. It means a lot to our patients, the city, and the region."

CONTINUING A LASTING, LIFESAVING LEGACY



From fellowship to leadership: Dr. Andrew Kerwin carries on a lifesaving legacy at the trauma center where he trained

When Dr. Andrew Kerwin was deciding where to go for his trauma surgery fellowship in 1997, he knew the Elvis Presley Trauma Center offered a busy setting and diverse patient population that would give him unmatched experience.

Today, the trauma center still has those credentials as one of the busiest level one facilities in the country, with patients arriving after everything from car crashes to acts of violence to agricultural and manufacturing accidents.

But today, Dr. Kerwin is not a new physician seeking experience. Instead, he is leading the way as Chief of Trauma and Trauma Medical Director, helping the facility earn prestigious American College of Surgeons verification and looking to the future as Regional One Health builds a new hospital to meet the growing critical care needs of the region.

It's a full-circle story that Dr. Kerwin himself never would have anticipated.

"This is something I never, ever dreamed would happen," he said. "When I came here as a fellow, Dr. (Tim) Fabian and Dr. (Martin) Croce were leading the program. They were known as trauma surgeons who had built this incredible program. I'm very humbled and proud to be able to carry on their legacy."

Growing up outside of Chicago, Dr. Kerwin knew in high school he wanted to be a doctor. He attended medical school at Medical College of Ohio (now University of Toledo) and then pursued a general surgery residency.

"Once I got exposed to trauma surgery, the more I experienced, the more I liked it," he said. "I liked the variety and the quick-thinking part of it. I found it rewarding when we could take a patient who was injured very badly and help them get better."

Dr. Kerwin first met Dr. Fabian, the Elvis Presley Trauma Center founder; and Dr. Croce, who is now Chief Medical Officer at Regional One Health, at a conference during his residency. They sparked his interest in coming to Memphis for his fellowship.

"When I came for the interview, I was impressed by the entire program, from the layout of the hospital to how patients flowed through the system to the sheer volume," Dr. Kerwin said. "When you look for a training program, you want to get experience. At the Elvis Presley Trauma Center and University of Tennessee Health Science Center, I knew I'd work very hard and be extremely busy, but when I was done I would have tremendous experience."

The fellowship lived up to his expectations, and when he finished he started as a trauma surgeon and faculty member at University of South Carolina-Columbia.

"I've always been interested in quality and performance improvement — the idea of how we can do even better for the next patient who comes in."

— DR. ANDREW KERWIN

After three years, he took a position at the level one trauma center at University of Florida in Jacksonville, where he helped the hospital earn ACS verification.

“As you get further into your career, you find out more about yourself and what you want to do,” Dr. Kerwin said. “I’ve always been interested in quality and performance improvement – the idea of how we can do even better for the next patient who comes in, make the system better, make our hospital and pre-hospital care better.”

When he was approached by Regional One Health and UTHSC to serve as Trauma Medical Director and Chief of Trauma, it was a perfect fit for both Dr. Kerwin’s interests and the hospital’s aspirations. With Regional One Health looking not only at ACS verification for the trauma center but the future construction of a modernized, expanded hospital, he would be returning to Memphis at an exciting time.

“I knew my experience with ACS verification would help with the process here, and that was appealing as a leadership opportunity,” he said. “Talk about the new hospital was also exciting. I thought it would be spectacular to have a say in the design and how it worked.”

Along with that, it would be a chance to rejoin an exceptional team in caring for Mid-South families in times of crisis.

“You don’t have a chance to meet patients in the office and discuss what’s been going on – they show up and you have a very short time to get whatever history you can and decide on a treatment plan,” Dr. Kerwin said. “But after that, when we have someone who gets better and goes through rehab and goes home, we get to know who they are aside from the injury.”

“It’s amazing to see how resilient people can be. Sometimes they’ll come back to visit us and say thank you, and I have such a tremendous sense of gratitude to be able to share that moment with patients and families.”

Dr. Kerwin also enjoys working with the incredible team at the trauma center. “A trauma center is not just the trauma surgeons,” he said. “Sometimes hundreds of people will touch the patient throughout their stay from their arrival in trauma until they leave. You interact with so many providers, and it’s a chance to collaborate and build trust.”

He said successful trauma care is a big team effort that includes nurses, therapists, anesthesiologists, physicians specializing in everything from neurosurgery to orthopedics, radiologists, imaging techs, chaplains, patient transporters, blood bank technicians, environmental services – the list goes on and on.



“We love the layout of our trauma center, but it’s way too small for the patient volume we see. Despite that, we still provide amazing care.”

— DR. ANDREW KERWIN

Dr. Kerwin is grateful to have excellent partners throughout the trauma service and the rest of the hospital, allowing the team to offer the multidisciplinary care that critically injured patients need.

Now, he looks forward to working with that team to build a new trauma center.

“We love the layout of our trauma center, but it’s way too small for the patient volume we see. Despite that, we still provide amazing care,” Dr. Kerwin said. “With the new facility, we can enhance how we provide care. We’ll have more room and better technology to care for patients, and that’s really exciting.”

They’ll also add capacity to train students and do research, allowing the trauma center to develop the next generation of providers and discover new standards of care.

Along with the professional rewards, Dr. Kerwin is embracing his return to Memphis on a personal level.

He and his wife, who also works in health care, enjoy hosting residents, fellows, and faculty at their home. They are close with their grown children: their daughter is a nurse, their oldest son is an attorney, and their youngest son is adding yet another family connection to Regional One Health – he’s currently a general surgery resident at UTHSC.

“I couldn’t have done this without the support of my wife and my family,” Dr. Kerwin said. “My wife has encouraged me and been my biggest supporter. She also advises me when I am considering ideas for the program and our group.”

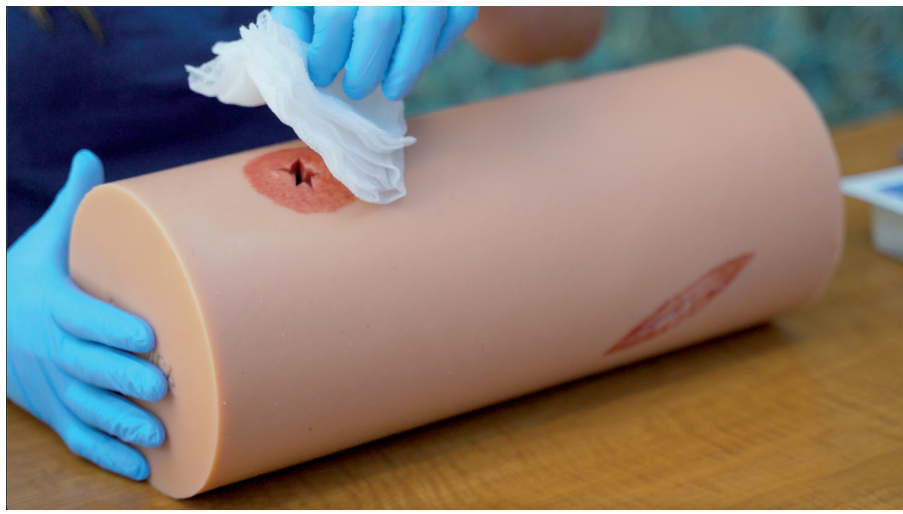
His family also gives him the opportunity to disconnect from the rigors of trauma care, as do hobbies like cycling and skiing.

“You see a lot of bad things. You see people get hurt, and sometimes we can’t save people. So, you’ve got to get away sometimes,” Dr. Kerwin said. “For me, that’s family and friends and getting outside. I like to ride on the trail. I like to ski, and I try to take one trip each year.”

He’s grateful to have found a balance that lets him impact patients’ lives, work with an incredible team, and establish a bright future for trauma care in the Mid-South.

“Dr. Fabian and Dr. Croce are known for establishing the Elvis Presley Trauma Center as the standard of care not just for Memphis and the Mid-South, but everywhere,” Dr. Kerwin said. “They’re known throughout the world for the work they did here, and it’s an honor to be able to carry on their legacy.”

Learn more about the Elvis Presley Trauma Center at www.regionalonehealth.org/eptc/



COMMUNITY OUTREACH AND INJURY PREVENTION PROGRAM

At the Elvis Presley Trauma Center and Firefighters Burn Center, our mission is to protect life, health, and safety in our community. While we are proud to offer the resources and expertise to provide lifesaving medical care for critical injuries, it is always best to prevent those injuries in the first place. That is why our education, outreach, and injury prevention initiatives are a core part of our mission.

Our robust Community Outreach/Injury Prevention Program is designed around the needs of our service area. Along with offering outreach and education through social media, traditional media, community events and other channels, we provide evidence-based onsite training for medical professionals, civic groups, churches, schools, businesses, etc. These programs help members of our community protect themselves and their loved ones from common causes of injury.

Regional One Health is also home to "The Bridge," the Mid-South region's burn app. This unique service allows medical personnel at hospitals throughout our service area who are caring for burn patients to communicate with our experts via smartphone.

- **Hospital Violence Intervention Program:** HVIP Liaisons work with patients who present with gunshot wounds, stab wounds, and injuries from assaults to assess their needs and connect them with resources such as education, job training, health care, and community organizations that support positive choices. When patients are approached at the "teachable moment" following a violent injury and accept assistance it has been shown to decrease reinjury and retaliation.
- **Stop the Bleed:** Stop the Bleed is a registered program of the American College of Surgeons that gives bystanders evidence-based, step-by-step instructions to render first aid for severe bleeding.
- **Fall Prevention:** This class educates high-risk individuals, especially the elderly, to prevent falls at home and work.
- **Be SMART:** This training, created by Everytown for Gun Safety, promotes responsible gun ownership, safe gun storage, and awareness about preventing child gun deaths.
- **Distracted Driving and Violence Prevention (DDVP):** Taught by state troopers, this class teaches teens about the dangers of impaired driving.
- **Professional Education:** Trauma education for medical professionals is always in high demand. Regional One Health is committed to offering these courses and presentations both regionally and nationally.
- **American Burn Association:** As an ABA-certified facility, the Firefighters Burn Center has full access to education, prevention and support resources offered by the ABA.

To learn more or schedule, contact traumaoutreach@regionalonehealth.org.

FREE HOME DELIVERY!



Scan the QR Code
to learn more about
free home delivery.

Get prescriptions
delivered
to your
home or
office
at no cost.



SERVING OUR PATIENTS AT FOUR CONVENIENT LOCATIONS

MAIN CAMPUS PHARMACY

880 Madison Avenue, Ground Floor

M-F: 7:30 a.m. - 6 p.m. Sat: 8:30 a.m. - 4 p.m.*

901-545-7970

SOUTH THIRD PHARMACY

1977 South Third Street (Inside Cash Saver)

M-F: 8 a.m. - 7 p.m. Sat: 8 a.m. - 4 p.m.

901-515-4646

EAST CAMPUS PHARMACY

6555 Quince Road, Ground Floor

M-F: 8 a.m. - 5:30 p.m.

901-515-5656

PRIMARY CARE SPECIALISTS

3109 Walnut Grove Road

M-F: 8 a.m. - 6 p.m.

901-515-3430



Regional One Health



CONSTANT READINESS THROUGH PLANNING AND PREPARATION

Although there are nearly 250 miles separating Humphreys County, Tennessee and Louisville, Kentucky, when major disasters occurred in both communities, Regional One Health's Firefighters Burn Center was called on as part of the response.

As the Mid-South's full-service American Burn Association-verified burn center, the Firefighters Burn Center is more than a local asset – it is a regional resource during mass casualty events like explosions, plane crashes, fires, chemical leaks, and more.

Patrick Brockway, Burn Program Manager, said the burn center is always ready to be activated to care for patients after a major disaster.

"The American Burn Association established regions within the United States to share resources to handle events where there are numerous patients with serious burn injuries, and we participate in the Southern Burn Region for mass casualty events," he said. "It's one of the busier regions, so we're always ready to be called to help."

In 2025, the burn center had back-to-back activations.

On October 10, an explosion at an ammunition plant in Humphreys County killed 16 people. On November 4, a UPS plane crashed near Louisville, with 14 lives lost.

The burn center was placed on standby after each incident and asked to report bed availability. Sadly, there were no survivors in either case, so they ultimately didn't receive patients.

While it is unusual for the burn center to be activated twice in such a short period of time, it does typically receive at least one activation each year, highlighting its crucial role in public safety.

"When a traumatic accident occurs, it can quickly get beyond a small, local hospital's ability to handle the volume," Brockway explained. "You could have multiple patients all coming in at the same time, and it overwhelms their ability to safely care for everyone in a timely manner."

The burn center relies on carefully established plans to handle such an influx smoothly.

The team starts by assessing how many patient beds are available, then seeks additional space.

"The medical director, attending burn surgeon, and charge nurse review our patients to see who can safely move to another unit in the hospital," Brockway said.



The burn center has a dedicated emergency room, intensive care unit, and step-down unit, all of which can be converted based on real-time needs. Rooms in other parts of the hospital can also be converted to care for burn patients.

They also look at supplies and staffing.

"When it comes to supplies, we're well stocked – the burn center can operate for 72-96 hours with a maximum patient population," Brockway said. "For staffing, we have an activation list, and we start calling people when we need to start flexing up. Our burn nurses are trained to work in emergency, step-down, and intensive care units, which helps us always be ready."

Another key to 24/7 readiness is participating in hospital-wide, county-wide, and even state-wide disaster planning and preparedness exercises.

Leaders at the burn center wrote Tennessee's mass casualty readiness plan several years ago, establishing consistent processes and guidelines for emergency medicine professionals statewide.

And just days before the burn center was put on notice after the Louisville plane crash, Regional One Health participated in a countywide disaster drill based on a fictional plane crash. The exercise provides an annual opportunity to work with Shelby County law enforcement, medical, and emergency medical services partners.

Brockway said Regional One Health is fortunate to have the leadership of Ashton Anderson, Director, Safety & Emergency Management, who oversees emergency readiness for the hospital.

"Regional One Health has a robust disaster training and planning program, and it keeps us very well prepared," he said. "It's important to maintain that mentality of being ready 24/7, because it's not a question of if it will happen, it's a question of when it will happen."

PREPARATION AND PLANNING SAVE LIVES

That mentality exists not only at the Firefighters Burn Center and Elvis Presley Trauma Center, but throughout Regional One Health.

Anderson's team leads the emergency planning process to prepare for any event that could send numerous patients to the hospital simultaneously, such as acts of violence, extreme weather, industrial accidents, and transportation incidents. Efforts are designed to test and refine the hospital's Mass Surge Plan, practice responding under pressure, manage resources, etc.

The Mass Surge Plan includes everything from finding space for patients to calling in additional personnel to preparing blood bank resources.

Everyone has a role: security, nursing, physicians, respiratory therapy, X-ray techs, registration and admissions, operating room staff, environmental services, etc.

Anderson said it highlights Regional One Health's critical role in the community.

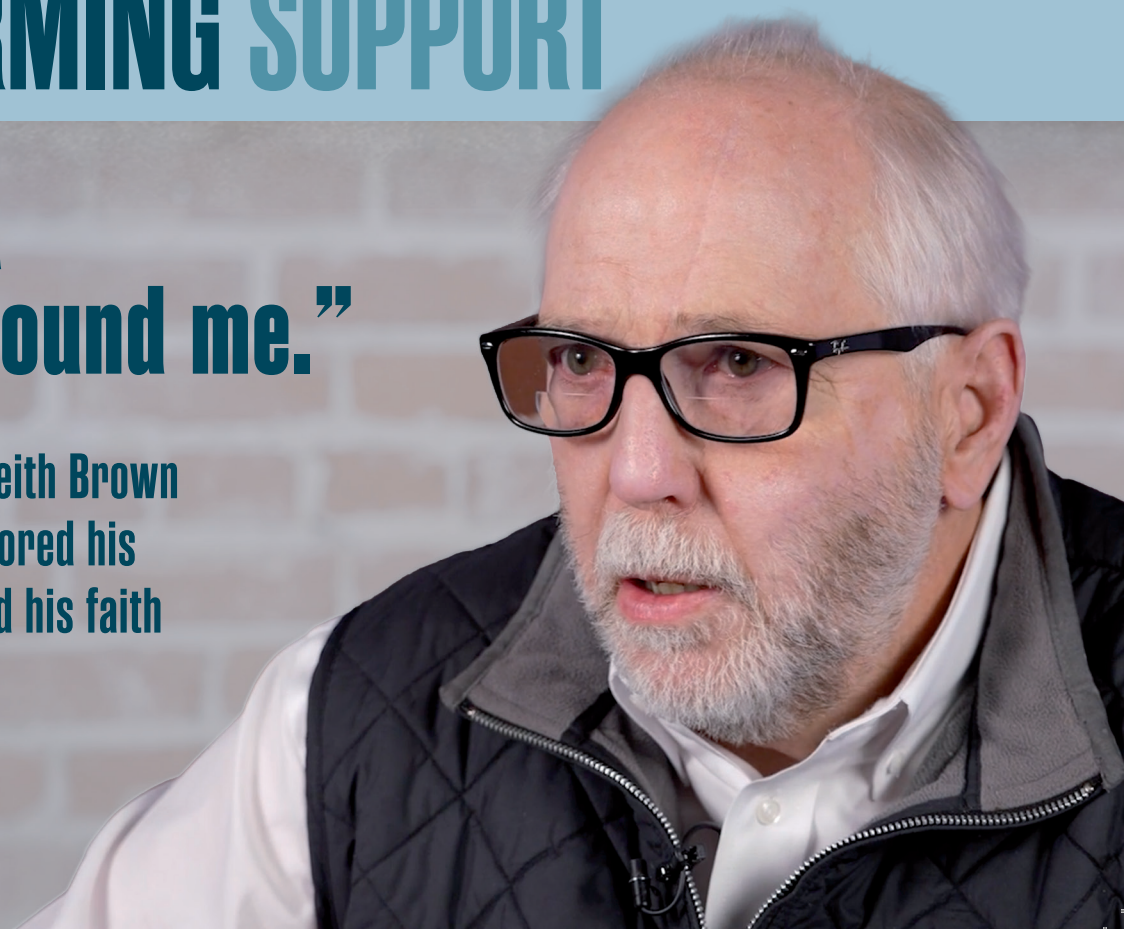
"If anything occurs where there are a lot of serious injuries, they're coming to Regional One Health," she said. "We are going to take care of them. We don't just hope for the best, we have a plan, and we test it. We look for what needs to be refined so we can fix problems in a mock emergency and avoid them during a real crisis."



LIFESAVING CARE, LIFE-AFFIRMING SUPPORT

**“They built a
fortress around me.”**

After a serious burn, Keith Brown
received care that restored his
health and strengthened his faith



When Keith Brown arrived at Regional One Health's Firefighters Burn Center, he had a 14 percent chance to live. He was frightened, in pain, and trying to wrap his mind around how life had changed in an instant.

It was the start of 30 days that were both an ordeal and a miracle.

"The care I received – the lifesaving care – it started as soon as I got there," Keith said. "Within an hour, they built a fortress around me. That fortress protected me from infection, it protected me from pain, and it protected me from depression. Every day, every hour, every moment they walked the walls of that fortress to protect me."

Keith and his wife Cary were at their lake house in Pickwick on August 1 and decided to light the firepit. "At 69 years and 10 months old, you'd think I'd be smart enough not to use gasoline as carelessly as I did," Keith said. "We gathered wood and I poured gasoline over it. The air was flammable. When I lit it, everything ignited, and I was engulfed in flames."

"I knew in that moment that it was bad. I told myself three things: close your eyes, don't breathe, and stop, drop, and roll."

Cary rushed him to the nearest hospital, a small facility in Corinth. Over 20 percent of his body was burned. His hair and beard were gone.

The team knew he needed the advanced care available at Regional One Health's Firefighters Burn Center, the only American Burn Association-verified burn center within 200 miles of Memphis. He was airlifted to Regional One Health and taken to the burn center's dedicated emergency room.

He would remain at the burn center for the next 30 days, about half in the ICU and half in rehabilitation. He needed surgery, daily hydrotherapy sessions, and specialized burn rehab.

It was a grueling process, and Keith credits family and faith for getting him through.

His wife rarely left his side – "I don't think I would have psychologically made it without her," Keith said – and he was lifted by the power of prayer from friends near and far. Visions of his late parents and their enduring strength helped him cope with the pain and fear.

Equally important was the burn center team.

"They were in many ways sent by God to do this," Keith said. "If you're not faithful when you come to this hospital, you'll leave faithful. If you are faithful, you'll leave more faithful."

Mahmoud Hassouba, MD, PhD, was Keith's surgeon. "He told me, 'We know how to heal your body, but you've got to get your mind wrapped around what's happening.' He was like the guy who comes in when you're lost and says, 'Follow me.' I said, 'Lead on.' He was an angel – an earthbound angel."

Specialized burn nurses and therapists worked with Keith daily, offering both their expertise and their compassion.

On his third or fourth night, he couldn't sleep. During the wee hours of the morning, a nurse tiptoed in to check on him, and he let her know he was awake.

"I told her my mind was racing. She said, 'That happens to me sometimes, and when it does, I say the Lord's Prayer. If I'm not asleep, I say it again, and then I say it again. By that point, I don't remember the problem I had.' I took her advice, and I used it 10 times a day."

“They do a remarkable job with the facility they have, but it did occur to me, ‘What could they do if they had a better facility?’”

— KEITH BROWN

After a month, Keith was finally able to go home. Since then, he’s been working to regain stamina, mobility, and strength.

He’s also been thinking a lot about what to do with his second chance.

He is back at work as a commercial insurance broker, and family remains a big focus. Keith and Cary have two grown daughters and four grandkids who live in the Memphis area: “We help with babysitting,” Keith said. “We’re happily involved in their lives.”

Along with that, Keith is committed to sharing his experience to let others know about how valuable Regional One Health is to the community and region.

“In that burn unit, I found salvation – they saved me. And it’s not just me. The guy or gal who came in before me, after me – they built a fortress around them too,” Keith said.

“It’s a hard job. In every one of those rooms, there’s someone who needs them. But today, tomorrow – they’ll do it, and they’ll do it with such grace and skill. There is more love in the caregiving than I ever could have imagined.”

For Keith, it underscores the importance of building a modernized, expanded hospital to ensure all Mid-South families can access the hope and healing he found.

“There’s a special power that comes with this place,” he said. “If you’re hurt, that is where you’ve got to go. I always thought as Memphians we’re lucky to have this facility here.”

That said, after 30 days in the burn center, Keith was all too familiar with the shortcomings of an aging, undersized facility. “It sounds like a train station below you, with the laundry and steam pipes and people moving around,” he said. “They do a remarkable job with the facility they have, but it did occur to me, ‘What could they do if they had a better facility?’”

For Keith, whose family goes back nearly 200 years in Memphis, the answer is clear: building an expanded Regional One Health would give more people the chance he had to receive essential care close to the people they love.

“A new Regional One Health would be the best of both worlds. The people will always be there...and that would mean a state-of-the-art hospital would be there too,” he said.

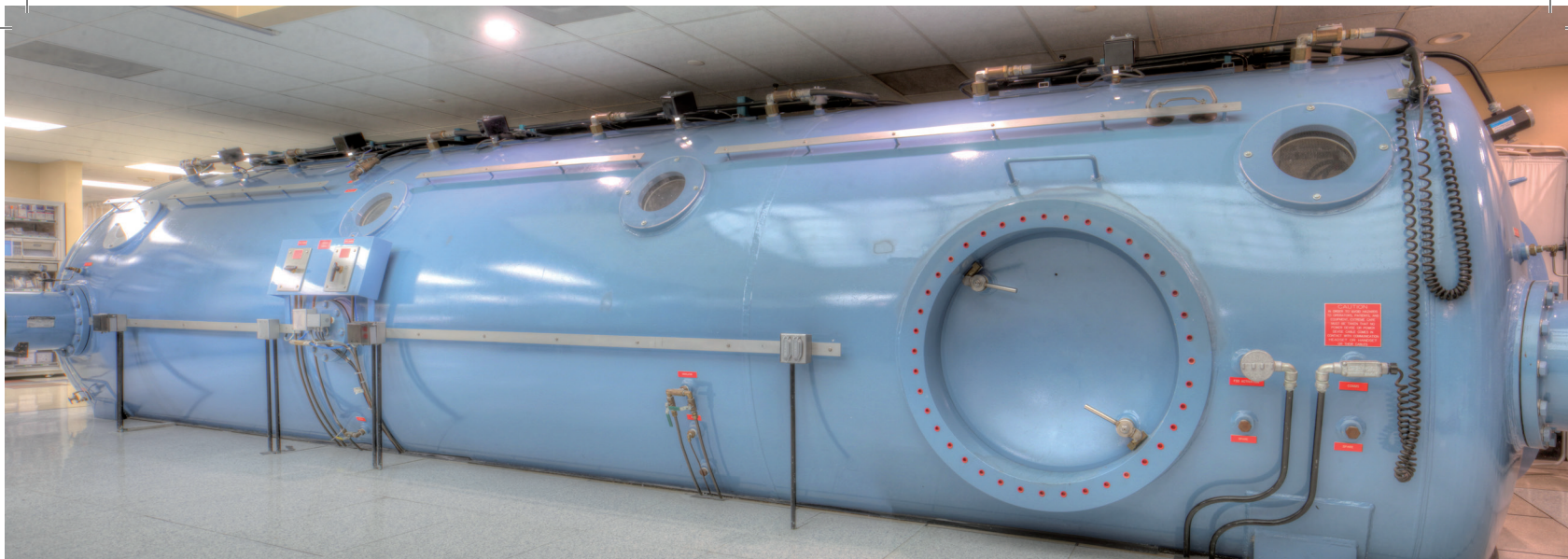
“I’m very invested in the city and its future, and I’m proud of what we have at Regional One Health. Because of them, people like me walk out of there and go back to our families.”



Scan to learn about the
Firefighters Burn Center



Scan to donate to
the Foundation.



HYPERBARIC OXYGEN THERAPY

SPARKING THE BODY'S NATURAL POWER TO HEAL

At Regional One Health's Wound Care Center, patients with a variety of conditions can find new hope for healing thanks to Hyperbaric Oxygen Therapy.

"Hyperbaric oxygen therapy is a wonderful treatment for a very diverse group of conditions," said Dr. Tony Alleman, medical director for wound care and hyperbaric oxygen therapy. "In many cases, it offers a patient their best or even their only chance at recovery."

Regional One Health is home to the only multi-place hyperbaric oxygen chamber in Tennessee, where they can treat up to 12 patients at a time. Dr. Alleman and his team are also the only physicians in the state who are board-certified in undersea and hyperbaric medicine, giving them additional expertise to help patients with a variety of conditions.

The goal of the therapy is to spark the body's natural healing processes.

Patients go on a series of "dives" in the chamber, which looks like a giant submarine. Typically, patients are treated multiple days a week for several weeks.

During the dives, the patient's body is exposed to 100 percent oxygen under pressure, delivering additional oxygen to the bloodstream.

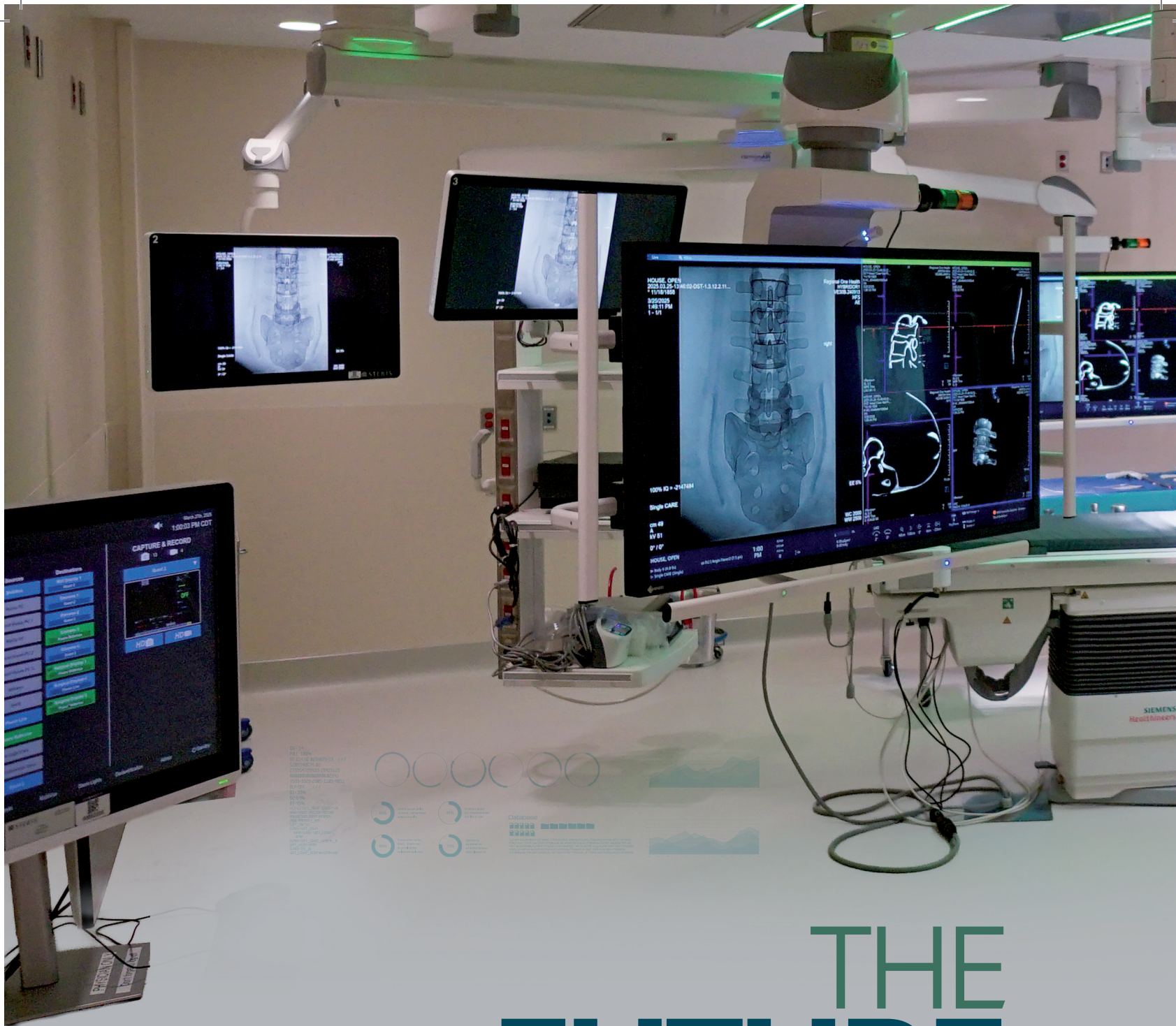
"After a certain number of treatments, we can actually grow new blood vessels, and that extra blood flow can help heal wounds and other conditions," Dr. Alleman said.

Diabetic wounds are one of the most common conditions Dr. Alleman treats in the chamber at Regional One Health. He also uses hyperbaric oxygen therapy for wounds including radiation damage, burns, crush injuries and other traumatic injuries, and necrotizing infections.

Hyperbaric oxygen is not just a wound care technology. It can treat decompression sickness, carbon monoxide poisoning, infections such as osteomyelitis and gas gangrene, severe anemia, arterial insufficiencies, and sudden hearing and vision loss.

For patients, the impact on health and quality of life is significant, especially for patients who may have felt like they had run out of options.

"With hyperbaric oxygen, we get consistent results for patients who literally tried everything else without success," Dr. Alleman said. "We help patients maintain the best quality of life possible."



THE FUTURE HAS ARRIVED



New hybrid OR and robotic surgery technology help Regional One Health take the lead in providing minimally invasive vascular procedures.

Vascular surgeons treat the body's complex system of veins and arteries, doing everything from placing stents to repairing aneurysms.

By nature, it is intricate work that requires a high level of precision – and that's exactly what Regional One Health has established thanks to its team of board-certified academic vascular and endovascular surgery and its unique hybrid operating room.

“Think of us like a plumber,” said Erica Mitchell, MD, Medical Director for Vascular Surgery. “As vascular surgeons, our goal is to reestablish blood supply to the organs or limbs, and to do that, we reconstruct veins and arteries. If there's a blockage or narrowing, we can either go through it with a stent or go around it with a bypass.”

“All of that is supported by the new hybrid OR at Regional One Health.”



The hybrid OR integrates advanced imaging and surgical technology to allow for seamless open and endovascular procedures.

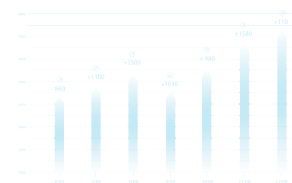
It is the only hybrid OR in Memphis and the only facility in the city to feature the Siemens ARTIS pheno, which offers consistent and excellent DynaCT imaging with robotic procedural intelligence, offering surgeons enhanced visualization, precision, and control.

“Our hybrid OR raises the level of care for our patients, enhances surgical educational opportunities for our trainees, and positions us for clinical research trials that advance and drive vascular surgical care nationally,” Dr. Mitchell said.

In the hybrid OR, surgeons can perform open procedures and endovascular procedures in the same space. The flexibility to transition seamlessly to an open procedure, along with the enhanced view of small but essential arteries, allows them to give more patients the option of a minimally invasive procedure.

“We can provide more minimally invasive surgeries, even for very complex needs – for example, we can now offer minimally invasive complicated stent graft procedures for treatment of vascular conditions of the thoracic and abdominal aorta, as well as abdominal, neck and limb vasculature,” Dr. Mitchell said.

Minimally invasive surgery is highly effective and has numerous advantages for patients. These minimally invasive procedures allow for shorter operations, much smaller incisions,



“Many of these procedures can be outpatient procedures, so patients go home the same day. They can get back to work and enjoy their activities more quickly.”

— ERICA MITCHELL, MD



and markedly shorter recovery times, patients typically get back to their normal activities within a day or two after surgery.

“Many of these procedures can be outpatient procedures, so patients go home the same day,” Dr. Mitchell said. “They can get back to work and enjoy their activities more quickly.”

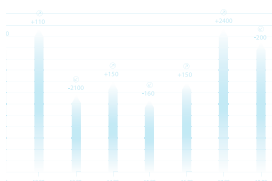
Improving access to vascular care is essential for our community, she said.

Vascular disease can cause pain throughout the body, numbness and tingling, limb weakness, and more. It can be life-threatening without proper care, leading to medical emergencies such as stroke, limb loss, and death.

Regional One Health is also a regional resource for patients with vascular trauma who need the most advanced resources and expertise.

Because the hybrid OR makes Regional One Health more efficient, more operating rooms can be designated for complex surgeries since routine operations can be scheduled as outpatient procedures, leading to lower rates of patient diversion.

“We’re able to offer world-class state-of-the-art evidence-based vascular surgical care to our patients with vascular trauma and/or vascular diseases,” Dr. Mitchell said. “We’re expanding upon the current level of care that we offer and providing much needed care for our city and region.”



2025 TRAUMA & BURN CONFERENCE

EXPANDING ACCESS FOR CRITICAL CARE TRAINING



Regional One Health's second annual Trauma & Burn Conference continued to expand on our mission of improving critical care resources throughout the Mid-South.

Part of our role as the Mid-South's level one trauma center and full-service verified burn center is to provide education to other critical care professionals in our service territory.

"Our goal is to provide extensive education on trauma and burn care, targeting professionals at smaller facilities and emergency medical services groups who don't always have access to that training we get at a larger hospital," said Lane Oxner, Trauma and Burn Outreach Educator.

This year's conference drew over 250 attendees from Tennessee, Arkansas, Mississippi, and Alabama. Physician assistants, nurse practitioners, surgeons, doctors, and emergency medical personnel were among the providers who attended, along with colleagues from trauma registry, performance improvement, and hospital violence intervention.

"It's extremely important to get the word out to them because a lot of times they don't have access to training," said Demarcus Nash, Burn and Trauma Services Client Relations Manager. "We'll continue to go to these communities and provide training and presentations so they're equipped to care for patients with serious injuries."

This year's conference included two days of pre-conference courses and one day of symposium-style presentations.

“We want the event to keep getting bigger and better and expand the educational opportunities we can provide what people most need access to.”

— LANE OXNER

The courses included a Trauma Nursing Core Course and International Trauma Life Support course, both of which provide certifications that can be difficult to obtain outside larger cities. The symposium featured presentations on pre-hospital burn care, pediatric trauma and burn care, hyperbaric oxygen therapy, etc.

Exposure to that type of expert insight helps providers all over the region improve patient care.

By design, regional facilities like the Elvis Presley Trauma Center and Firefighters Burn Center have more critical care resources than smaller community hospitals. The idea is for EMS professionals and providers at community hospitals to stabilize patients and provide initial care, then transfer the patient to a larger facility if they need additional care.

“We can get the message out about the best way to take care of a patient while they’re at your facility and educate people about the resources available,” Oxner said. “Whether you’re at a level four trauma center or a level one trauma center, it gives us all a better understanding of how we can work together to meet our goal of providing the best care for the patient.”

The team looks forward to continuing to expand the conference in 2026 by adding training on care beyond trauma and burn, such as emergency medicine and vascular surgery.

“We want the event to keep getting bigger and better and expand the educational opportunities we can provide what people most need access to,” Oxner said.



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LEARN MORE!

Regional One Health offers a variety of professional training opportunities. To learn more or schedule a training session, please email our outreach education team at traumaoutreach@regionalonehealth.org

ELVIS PRESLEY TRAUMA CENTER PUBMED PUBLICATIONS FOR 2025

ELVIS PRESLEY TRAUMA CENTER

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FIREFIGHTERS BURN CENTER

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