

SPRING 2020

HCA Healthcare Magazine

Creating Healthier Tomorrows





FEATURES

04

We Are HCA Healthcare

Who is HCA Healthcare?
We are more than a quarter
million colleagues working
together to give people
healthier tomorrows.

08

Who We Work For

While some would say they work
for a company, a boss or even a
paycheck, most colleagues would
agree that we all work for something
bigger and much more human.

12

The Care Experience

Providing exceptional care
requires a large team—including
many colleagues who work in less-
visible, but still vital, roles.

Also ...

16
Caring Is Our Cornerstone
These four HCA Healthcare
programs put colleagues front
and center.

18
Q&A: Sharing Your Voice
Everyone deserves to be heard.
Employee Advisory Groups
are an effective way of ensuring
that happens.

20
A Digital Direction
This isn't the only way you can read
the magazine. Check out our new
online home where you'll also find
exclusive content!

**“It’s important
to use our training
and skills to the best
of our ability,
but also to **never**
lose the human
side of what
we do.”**

—**Barbara Sawyer, CCRN, RN**
Nurse, Air Medical Transport
Mission Hospital
Asheville, N.C.
 (“The Care Experience,”
page 12)

HCA Healthcare Colleagues,

Last year we rolled out our enterprise brand, which defines
why we exist as an organization and connects each of us
to the larger purpose we have of providing healthier
tomorrows for the communities we serve. This issue of
HCA Healthcare Magazine celebrates how the great people
within our organization do just that for our patients,
for our communities, and for each other.

HCA Healthcare colleagues are unique—unique because
of their passion; unique because of their commitment; and
unique because of their compassion for others. I have seen
you put your full effort into everything you do to improve the
lives of others. Because our day-to-day responsibilities can
be highly complex, I urge all of you to reconnect with why
you pursued a career in healthcare and ask yourself,
“Who do I work for?”

Personally, I work for you. I work for our physicians.
And ultimately, I work for our patients. As CEO, it is my job
to make sure our company has both a culture that puts the
patient first and a strategy that is designed to accomplish
our mission and business objectives. Also, it is my job to
make sure our people—our nurses, our doctors, and our
support staff—have the resources and training they need to
succeed and deliver the highest-quality care to our patients
in the most efficient manner. Our patients deserve this;
they depend on us for this; and it is our job to deliver on it.

Throughout this issue, you will hear from other
colleagues about who they work for (*page 8*); how each of
us plays an essential role when providing an excellent care
experience (*page 12*); the support our HCA Healthcare
Hope Fund extends throughout our work family (*page 16*);
the value our Employee Advisory Groups create for our
organization (*page 18*); and more.

In addition to this print magazine, I am excited to announce
the new digital version of *HCA Healthcare Magazine*,
located at HCAhealthcare.com/magazine. This site
includes the current and previous issues of the magazine
as well as exclusive digital content, which will be published
throughout the year.

I hope you find as much inspiration in these stories as I do.
It is amazing how much we can accomplish together, and
I look forward to continuing to create healthier tomorrows
alongside each other.

Sam Hazen
CEO, HCA Healthcare

We Are HCA Healthcare

Who is HCA Healthcare? We are more than a quarter million colleagues working together to give people healthier tomorrows.



PUTTING PATIENTS FIRST

We use our scale and skill to deliver superior, patient-centered care.

— **81%** | Our U.S. hospitals consistently receive safety grades that top the national average. In the fall of 2019, 81% received an “A” or a “B” from The Leapfrog Group, versus 58% of non-HCA Healthcare U.S. hospitals.

— **3.8M** | Our pioneering SPOT (*Sepsis Prediction and Optimization of Therapy*) technology detects sepsis earlier, speeding treatment of this potentially deadly condition. SPOT was used to monitor 3.8 million patients in 2018 and was recognized in 2019 with Red Hat’s Innovator of the Year Award.

— **31% & 40%** | In 2019, our ABATE (*Active Bathing to Eliminate Infection*) study—conducted in 53 HCA Healthcare hospitals and involving 330,000 patients—showed a 31% reduction in bloodstream infections in non-ICU patients with devices and a 40% reduction in infections from antibiotic-resistant bacteria.



SERVING OUR COMMUNITIES

We invest in creating healthier communities where patients live and colleagues serve.

— **\$4.2B** | In 2019, we invested \$4.2 billion in capital to expand services or bring new services to hundreds of areas. Also in 2019, we employed approximately 280,000 people, with combined payroll and benefits of \$23.6 billion.

— **3,800** | Our colleagues volunteered 107,000 hours and donated \$10 million to more than 3,800 organizations in 2019; as an organization, we donated \$4.9 million in matching funds.

— **\$3.7B+** | In 2019, we spent more than \$3.7 billion (estimated) for delivery of charity care, uninsured discounts and other uncompensated care, and we provided more than \$45 million in charitable contributions across the enterprise.



SUPPORTING OUR COLLEAGUES

We invest in technology, education, benefits and infrastructure to support our colleagues and their families.

— **\$300M** | In 2019, we committed up to \$300 million (over three years) for paid family leave, tuition reimbursement, student loan assistance, scholarships and other programs.

— **Scholars** | The HCA Healthcare Scholars Program offers education scholarships for dependent children of eligible colleagues. (Read about it in the previous issue of the magazine: [HCAhealthcare.com/magazine](https://hcahealthcare.com/magazine).)

— **35K** | The HCA Healthcare Hope Fund assists colleagues impacted by natural disasters, health conditions, domestic violence, death of a loved one and other hardships. Since its inception, the Hope Fund has provided more than \$57 million in assistance to fund more than 35,000 requests.



BEING A RESPONSIBLE CORPORATE CITIZEN

Doing good is a nonstop effort that extends well beyond our physical facilities.

— **80** | As a member of Practice Greenhealth, we’ve received more than 80 Environmental Excellence Awards.

— **10** | For 10 consecutive years (through 2018), HCA Healthcare has been recognized by the Ethisphere Institute as one of the World’s Most Ethical Companies.

— **6,000** | We’ve made it a top priority to “Crush the Crisis” by fighting the nationwide opioid epidemic. With the help of local law enforcement agencies, we collected and safely disposed of nearly 6,000 pounds of unused and expired prescription medications at more than 100 hospitals in 16 states.

Whether it's by delivering bedside care to a patient, preparing nourishing and delicious meals

or educating the next generation of clinicians, together, we are delivering care like no other.

IN THE KNOW

We measure results by what matters most: **the positive impact we have on our patients, our colleagues, the communities we serve and the nation's standards of care.**
We believe the care we deliver can change the care delivered everywhere.

80 | A family leave benefit launched in 2018 provides up to **80 hours of paid time away from work each year** to bond with a new child or care for an eligible dependent with a serious medical condition.

1 of 17 | In 2018, roughly 1 out of every 17 **babies in the U.S. was born** in an HCA Healthcare hospital.

260 | We're the nation's largest sponsor of residency and fellowship programs, with more than 3,990 residents and fellows across **more than 260 programs in 54 hospitals throughout 15 states** (for the 2019–2020 training year).

400+ | Through the Sarah Cannon Research Institute, we've conducted **more than 400 first-in-human clinical trials.**

Less Than Half | As of 2018, the maternal mortality rate at HCA Healthcare hospitals is **less than half the national rate.**

30K | Since 2012, we've hired **nearly 30,000 veterans and military spouses** across the country, and we've committed to adding 1,100 military spouses to our ranks in both 2020 and 2021.



Sandra Baroniel, RN
Kendall Regional Medical Center
Miami, Fla.

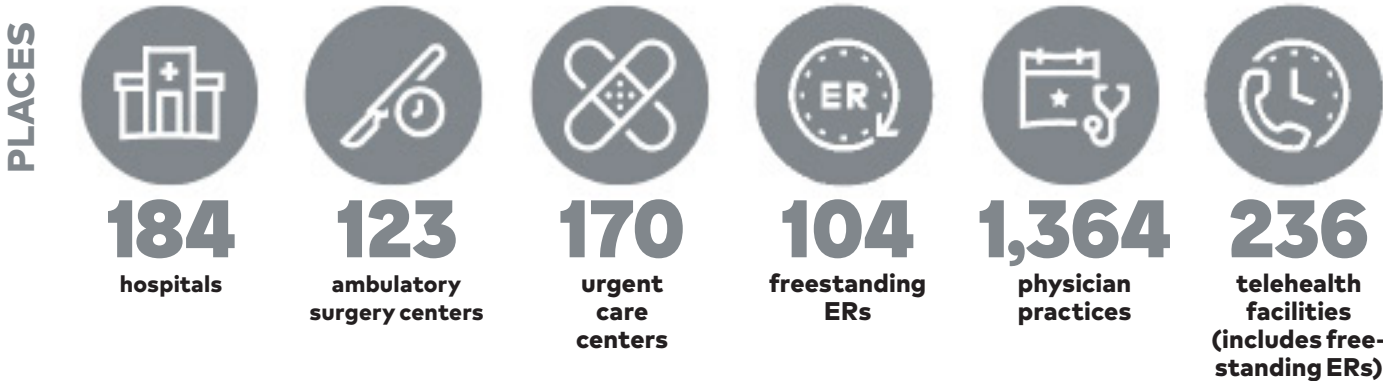
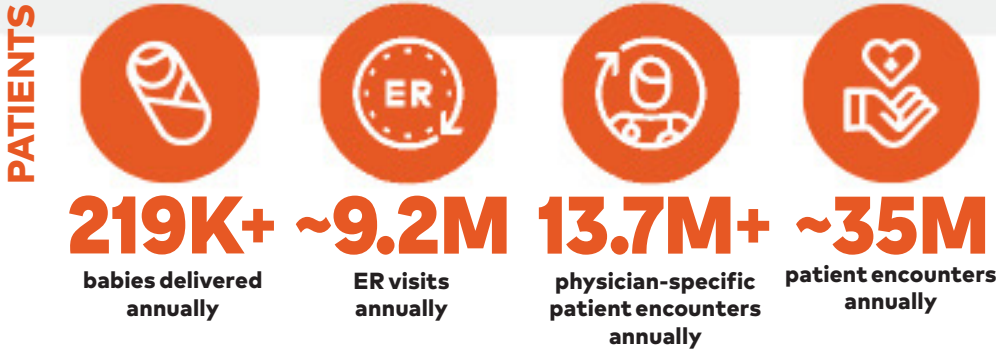
Mark Mitchell, U.S. Army
Project Manager II, ITG
Nashville, Tenn.



Raul Machin
Manager, Radiology
Kendall Regional Medical Center
Miami, Fla.

FIGURES OF REACH

In **21 states** and the **United Kingdom**, our scale helps us deliver great patient outcomes, provide superior nursing care and be a preferred place for physicians to practice medicine.
(As of February 2020)



In 2019, we recycled more than **74 million pounds** of construction waste, repurposed more than **28 million pounds** of waste through hospital recycling programs and diverted more than **1.1 million pounds** of devices from landfills for reprocessing.



Since December 2019, approximately **2 million patients** have been empowered by the use of our online personal health portal, **MyHealthONE**, to manage their own healthcare services through the convenience of their mobile device or computer.

Who We Work For

While some would say they work for a company, a boss or even a paycheck, most colleagues would agree that we all work for something bigger and much more human.

“It brings me joy when a patient I’ve cried with finishes treatment, is doing well and comes back to visit. It reminds me that my job matters.”

—Jenny Ashun, RN
Medical City Dallas Hospital

For these HCA Healthcare colleagues, concern for others and a desire to make a difference extend far beyond the workplace. Fortunately, they’re able to “fill their cup” thanks to the organization’s support.

TONY JONES

Client Executive, CereCore (a provider of technology and EHR services that support the core of health system operations) Brentwood, Tenn.

Some people embody the adage, “It’s better to give than to receive.” Tony Jones does.

“What most impressed me about my father was that, when I was young, he’d still make house calls,” says Tony, the son of a nurse and a physician. “He came from a very modest family, and he understood that not everyone was able to pay their medical bills. He cared first about the patient and getting them better, and then worried about the finances.”

As a result, Tony’s father had an enormous impact on his eldest son, nurturing a true sense of caring. In the past 15 years, Tony has traveled to the sites of many natural disasters to assist colleagues in need.

“I’m a helper at heart,” he says. “I’ve been involved ►►



— **CHERYL ALLEN**

Administrative Assistant
Lee's Summit Medical Center
Lee's Summit, Mo.

"I work for a sustainable future. I'm blessed to be surrounded by a dedicated team, here and nationally."

Cheryl Allen's passion for creating healthier tomorrows has an impact inside and outside her facility. Through the facility's "Green Team," Cheryl promotes numerous recycling efforts.

"I love what I'm doing," she says. "The most joy and satisfaction come from the committees I'm on, including the **Employee Advisory Group**, the **Green Health Sustainability Team** and the **Department Safety Officer Committee**."

HCA Healthcare, says Cheryl, has long been dedicated to helping the environment, leading to the creation of initiatives such as Greening the OR, the Healthier Hospitals Initiative and helping make medicine virtually mercury-free. "Through HCA Healthcare, we're also a member of Practice Greenhealth and have been recognized with PGH Environmental Excellence Awards for our efforts in our community."

Cheryl's dedication to promoting sustainability also extends to her work with community groups. She has been responsible for organizing a Surplus Office Supplies Day and a used-shoe drive for Water From Afar. They've collected more than 2,500 pairs of shoes that, when sold, help build water-purification systems in Haiti and Kenya.

"I love the feeling you get knowing that you're helping someone," she says. "I cannot imagine not having fresh water to drink. The thought is heartbreaking."

"**I work for a sustainable future,**" says Cheryl. "I'm blessed to be surrounded by a dedicated team, here and nationally. Without it, and our administration's support, this wouldn't be possible."



— **JENNIFER "JENNY" ASHUN, RN**

Charge Nurse
Medical City Dallas Hospital
Dallas, Texas

"I work for improving patient care at the bedside and around the world. HCA Healthcare has equipped me with knowledge and training to give back to my local Ghanaian community."

For the past seven years, Jenny Ashun has been a member of the Bone Marrow Transplant (BMT) Unit at Medical City Dallas Hospital, where she has made a positive impact in the lives of patients and their loved ones.

"As a BMT nurse, I'm part of the patient journey," says Jenny. "Having a diagnosis of leukemia, lymphoma or any cancer can be detrimental to anyone. Many patients feel lost and in despair. I've walked alongside patients who are newly diagnosed, taking care of them during treatment and then through transplant. It brings me joy when a patient I have cried with finishes treatment, is doing well and comes back to visit. It reminds me that my job matters."

Since 2009, her passion for caring for others has also extended into her membership role with the **Ghana Nurses Association**. "The association allows Ghanaian nurses and other clinicians in the area to share ideas and provide health education to our community. We hold yearly health fairs where we check blood pressure, test for diabetes and explain the importance of annual physicals."

Both inside and outside her facility, HCA Healthcare has played an important role in her ability to be a caregiver.

"**I work for improving patient care at the bedside and around the world,**" she says. "HCA Healthcare has equipped me with knowledge and training to give back to my local Ghanaian community."



— **THOMAS ANDOR**

Maintenance Engineer
Mercy Hospital
Miami, Fla.

"I work for humankind. We can all make the world a better place by being the best person we can possibly be."

As a maintenance engineer, Thomas Andor works hard to keep the hospital humming.

His dedication to ensuring HCA Healthcare colleagues and patients are safe, coupled with his impressive plumbing and mechanical skills, extends far beyond the walls of the hospital.

He also uses his plumbing expertise to help the homeless in Fort Lauderdale through a group called **Showering Love**. The nonprofit—founded by Thomas' sister-in-law—uses a converted city bus, dubbed "Grace," as a mobile cleaning facility, providing hot showers, hygiene kits, and other items and services for the housing insecure, he says. "We help build bridges by facilitating haircuts, wellness checks, hot meals and nonperishable foods, and by connecting guests with programs to build self-sufficiency."

The hospital, he says, supports the effort with clothing and toiletry drives. Aid also comes in the form of matching donations from the HCA Healthcare Foundation.

A large part of Thomas' job at Mercy Hospital and with Showering Love includes something much less tangible than physical labor: "serving our guests with dignity, respect and love," he says.

"**I work for humankind. We can all make the world a better place by being the best person we can possibly be.**" ■



"I work for providing a lifeline of hope to communities and colleagues in need."

— **Tony Jones**

with the HCA Healthcare Hope Fund since its inception. When Katrina flooded New Orleans, my team and I worked around the clock for weeks to support our impacted colleagues."

Tony and his colleagues provided a disaster hotline that the affected colleagues could call to get information, including the status of their paychecks. With the help of other departments, they continued processing payroll to ensure colleagues had the finances to deal with the hardships.

"I've been fortunate to help our colleagues in Houston after Hurricane Harvey and in Panama City [Florida] after Hurricane Michael," says Tony. "I've never been so humbled than to see people who are in dire need—who have nowhere to live—come into work every day to make sure that the patients in their facilities were cared for."

Tony says he intends to continue volunteering with the knowledge that by helping colleagues, he's impacting the lives of patients. "**I work for providing a lifeline of hope to communities and colleagues in need.**"



VISIT US ONLINE

You can read this issue and select back issues of the magazine online:
HCAhealthcare.com/magazine.

Providing exceptional care is at the core of who we are as an organization, requiring a large team of dedicated people—including many colleagues who work in less-visible, but still vital, roles.

The Care Experience



Experiences with healthcare

Services are created by interactions throughout a patient's care journey, before, during and after they spend time in our care facilities. It takes many colleagues working hand in hand, sometimes behind the scenes, to provide an exceptional patient care experience. The colleagues featured here epitomize the skill, passion and dedication required to create a positive care experience from start to finish. ▶▶



Andrew J. Kuhre
Valet Manager
St. Mark's Hospital
Salt Lake City, Utah

The first person you see at a hospital often sets the tone for everything that follows. Nearly eight years ago, **Andrew went to work for the valet team at St. Mark's, greeting patients and visitors the moment they arrive.**

"Our job is to help simplify the patient's visit and offer important support on arrival and departure," Andrew says. "Whether you need a wheelchair, directions or help with anything, I'm here for you. Often these moments are their first experiences at the hospital, and we may be the ones to break the ice and make them feel comfortable and cared for."

Andrew's vocation has also become an avocation. "I had no idea how important the work would become to me and how valuable my work could be for the patients," he says. "My appreciation for my job has evolved over the years, along with a greater understanding of my role in making someone's visit a little easier."



Dustin Massey
Supervisor
Contact Center Operations
National Contact Center
Management Group
Nashville, Tenn.

Patient care often begins long before a hospital stay and continues long after discharge. Dustin knows this fact better than most. **He oversees a 16-member team dedicated to enhancing the interactive patient experience for approximately 11,000 patients**

"I lead a team of patient care liaisons who support our patients and their caregivers in using MyHealthONE [our patient portal] and other portal systems via phone, email and secure messaging," Dustin says.

Dustin makes a difference by encouraging everyone on his team to be "kind, caring and compassionate" during every interaction with those they serve. "You never know what someone is going through or how a caring attitude might impact their day."



Barbara Sawyer, CCRN, RN
Nurse, Air Medical Transport
Mission Hospital
Asheville, N.C.

In emergency situations, many patients arrive via ambulance. In extreme cases, they may require air transport. This is Barbara's world. **She's been a flight nurse with Mission Hospital for 33 years.**

"There are times when we arrive and take over patient care, and the task feels daunting. But the two of us—nurse and medic—give the care we're trained to provide. Our goal is to deliver the patient in a better state than we received them."

Having raised her own family and cared for her parents and in-laws, Barbara understands the circle of life and cherishes the chance to give back.

"All of my caretaking has made me wiser, a better listener and, hopefully, a person who's able to share wisdom based on life experiences," she says. "It's important to use our training and skills to the best of our ability, but also to never lose the human side of what we do."



Janice Hansen
Patient Admitting
Representative
Women's Wellness Center at
Ogden Regional Medical Center
Ogden, Utah

Janice understands pain and suffering. Her personal journey has been full of both. She's lost four children. She has lupus. She's dealt with debilitating back problems and also battled breast cancer. Her spouse has also battled health issues.

"I know how important it is for a friendly face to be the first person our patients see."

I want them to know that they're viewed as individuals with a family, with worries and with hopes for a positive outcome."

Janice says her life experiences help her relate to every patient. "I always strive to create a connection with anyone whose path I cross to let them know that I'm invested in them as a person, am interested in their life and care about where they're going."



Semetta Williams
Department Secretary/
Patient Advocate
Trident Medical Center
Charleston, S.C.

Semetta has a passion for helping others, making her **an ideal patient advocate.**

"The original attraction was being able to work closely with patients and their families," she says. "I get so much satisfaction knowing I made someone's day a little better. It feels good to hear a patient say, 'I was nervous about being here, but after speaking with you, I feel better.'"

That approach hasn't changed throughout Semetta's 25 years at Trident Medical Center.

"Patients benefit from knowing that I'll do everything in my power to make sure they receive excellent care. My co-workers can always count on me to be a great team player, and the facility can benefit from my living the hospital's mission every day."



Hilary Green, RDN, CDE, NASM-CPT
Registered Dietician
Denver Center for Bariatric
Surgery, Rose Medical Center
Denver, Colo.

Proper nourishment is one of the keys to good health.

Hilary provides individual consultations to answer patients' questions and, more importantly, help them develop strategies to adopt necessary lifestyle and diet changes.

"I'm also able to teach free classes for patients before and after surgery, and lead support groups for ongoing engagement," Hilary says. "Everything that our program has now is because patients have requested or suggested it, or we saw an opportunity to exceed their expectations even further."

Hilary calls her job "extremely rewarding," and especially values the interactions she has with her patients years after their procedures. "I enjoy helping them, so they feel very confident that they're in good hands and see how much we care about them and their outcomes."



Rameshwar "Dinesh" Charran
Maintenance Technician,
Plant Operations
Eastside Medical Center
Snellville, Ga.

When it comes to unsung colleagues in a hospital setting, consider the maintenance staff: They aren't nearly as visible as some other team members, but their role can greatly affect the overall patient experience.

Dinesh's varied responsibilities include attending to plumbing and HVAC issues as well as repairing or replacing light fixtures. He makes daily rounds to ensure various pieces of equipment are current and operating properly. In short, his work may go unnoticed by the public, but it's absolutely essential.

"My job impacts patients in a great way because their experience reflects how well I perform on a daily basis," Dinesh says. "My greatest joys are knowing that patients are comfortable and making sure everything is in working order. It's a pleasure working with a team that appreciates my efforts."



Mehul Pisavadia
Patient Experience Manager
The Wellington Hospital
London, England

After being hired as a porter in 2010, **Mehul rose through the ranks, becoming a patient experience manager in 2019.**

"It's really rewarding, as everything is centered on creating the very best patient experience," he says. "It's all about going above and beyond to make sure our patients are happy. That's what I love the most."

Mehul says he speaks with patients regularly "to see how they're doing and if there's anything we can do to improve their journey with us. It's important to capture patient feedback so we know what we're doing well and where we can improve." Consistent improvement is the constant goal.

"The little things really can make a difference in a patient's day, from a smile to a short conversation," Mehul says. "Spending time with them is incredibly rewarding; many have said they feel so much happier after they've spoken to me." ■

Caring Is Our Cornerstone

Here we highlight four programs that show a history of caring within HCA Healthcare.



“I didn’t know where the money was going to come from. It was such a blessing to receive relief from the burden and the stress.”

—Gloria Thompson

HCA Healthcare
FOUNDATION

HCA Healthcare
HOPE
FUND

Most people face challenges that require the occasional helping hand, or at least a gesture of kindness and goodwill. The **HCA Healthcare Hope Fund** is one such resource. Its purpose: to provide colleagues with financial support during difficult times and a lifeline to reassure them that they’re not alone when unforeseen situations lead to an overwhelming financial hardship.

Gloria Thompson (*pictured above*), a telecommunications coordinator at John Randolph Medical Center in Hopewell, Va., understands firsthand how the HCA Healthcare Hope Fund can help.

Her husband, Ernest, was diagnosed with sickle cell anemia as a child and told he wouldn’t live past age 18. He defied the odds, living to 58, and together he and Gloria raised three children—Brandon, Kaydee and Tomesha. A heavy-equipment operator most of his working life, Ernest also served as an usher at their church and was a conscientious parent, seeing his children off to school and taking part in after-school activities.

“It was amazing, the strength he had,” Gloria says. “He was just full of life.”

The couple was in a doctor’s office the week before Thanksgiving in 2018 when they received news that rocked their world. Ernest learned he had stage 4 lung cancer. Again, he was told he had little time, and this time the prediction

proved correct. He passed away in early March 2019.

Gloria learned his burial would cost thousands of dollars and require a down payment she didn’t have. “I didn’t know where the money was going to come from,” she says. She shared her financial concerns with her human resources representative, who promptly produced an iPad and helped Gloria fill out an HCA Healthcare Hope Fund application. When Gloria learned she was approved, she “felt like a weight had been lifted.”

Gloria says she “ran straight to the funeral home to pay. It was such a blessing to receive relief from the burden and the stress.”

Though losing her husband was incredibly difficult, Gloria says she’s grateful for the years they had together. Moreover, she’s grateful for the assistance she received and happy to know the HCA Healthcare Hope Fund is there for colleagues across the organization who may also face an unexpected personal hardship.

“During the time you’re in crisis, you may not even think about it,” she says. “You have this available to you. It’s a life-changer.”

Even before she needed help, Gloria was a loyal supporter of the HCA Healthcare Hope Fund. She encourages her colleagues to “please continue to give. You never know when it may be someone you know and work with or even yourself who needs help.”

Gloria’s story exemplifies HCA Healthcare’s commitment to colleagues. Beyond the HCA Healthcare Hope Fund, other entities help colleagues recognize their humanitarian efforts, build healthier communities and develop leaders.

A few of these high-impact programs, which are part of our HCA Healthcare brand, were selected to lead the way in showing how all our entities speak and look alike as part of the HCA Healthcare family. Over the next few months, you’ll notice some changes to the logos and visual identities of our HCA Healthcare Hope Fund, HCA Healthcare Foundation, HCA Healthcare Leadership Institute and Awards of Distinction program.

The **HCA Healthcare Foundation** is our philanthropic arm, promoting health and well-being, supporting childhood and youth development, and fostering the arts in the communities we serve. In partnership with our colleagues, the foundation seeks to accomplish this mission by providing leadership, service and financial support to effective nonprofit organizations working individually and collectively. Since its inception in 1997, the foundation has provided more than \$214 million in grants to community organizations.

The **HCA Healthcare Leadership Institute** focuses on building leaders who embrace our culture, grow our business and lead the industry. It advances our organization’s vision by building strategic and operational capabilities, rapidly deploying best practices and cultivating leaders who exemplify HCA Healthcare’s values. The founding principle of the leadership institute is that well-equipped leaders create an engaged workforce, which results in better patient experience, higher retention and better business outcomes.

Finally, the **Awards of Distinction** program recognizes individuals who help us achieve our purpose to give people a healthier tomorrow. The program includes the Frist Humanitarian Awards, Excellence in Nursing Awards and Innovators Awards, which recognize standout individuals who create healthier communities, care for patients like family and raise the bar for the entire healthcare industry. ■



LEARN MORE

- HCA Healthcare Hope Fund
HCAhopefund.com
- HCA Healthcare Foundation
HCAcaring.org
- HCA Healthcare Leadership Institute
Search Atlas Connect (keyword: Leadership Institute)
- Awards of Distinction
Search Atlas Connect (keyword: Awards of Distinction)

HCA Healthcare
Leadership Institute

HCA Healthcare
Awards of Distinction

The HCA Healthcare Hope Fund is an employee-run, employee-supported public charity that is governed by an independent Board of Directors. It is not an employee benefit.

Trent Pulley



Kristi Evans



Ritchie Patton



Sharing Your Voice

Everyone deserves to be heard. HCA Healthcare’s Employee Advisory Groups (EAGs) are an effective way of ensuring that happens.

EAGs—known in some facilities as **Colleague Advisory Groups** (CAGs) or by other names—provide a constructive setting for discussing opportunities for improvement with business leaders. EAGs promote mutual trust throughout our organization and support a culture of problem-solving and inclusion. These three active EAG members describe how their groups give voice to colleagues and help keep leaders and colleagues engaged.

THE INTERVIEWEES (from left)

- Trent Pulley**
Communications Supervisor
St. Mark’s Hospital
Salt Lake City, Utah
- Kristi Evans**
OR Systems Coordinator
Sky Ridge Medical Center
Lone Tree, Colo.
- Ritchie Patton**
Senior Regulatory Affairs Specialist
Sarah Cannon Research Institute
Nashville, Tenn.

Why did you join the EAG?

Trent: I was excited to share in the voices of all departments and make a difference. It was an opportunity I simply could not pass up.
Kristi: My unit didn’t have an EAG representative, and I felt we were missing out on crucial information. My participation gave us a voice within the facility.
Ritchie: When I first started at Sarah Cannon, many of the colleagues who mentored me were members of the group. They always talked about how well it could affect change and make the organization better. I wanted to be a part of that.

What’s the most meaningful aspect of being involved in the EAG?

Trent: I’m able to hear from fellow colleagues, collect information on concerns and help make a difference through the suggestions and support of the group. It really shows that our organization values our colleagues’ opinions.
Kristi: Being part of the EAG has helped me understand the challenges other units have. It’s a great networking tool within the facility.
Ritchie: I’m able to represent the group at our new hire orientation. I get to introduce the many aspects of the group within Sarah Cannon, provide resources to new colleagues and connect with them.

What change has been the most well received by your colleagues?

Trent: Before Thanksgiving, the EAG started a silent auction of gift baskets to benefit the HCA Healthcare Hope Fund. Colleagues donated time, items and money to

“When I first started at Sarah Cannon, many of the colleagues who mentored me were members of the EAG. They always talked about how well it could affect change and make the organization better. I wanted to be a part of that.”

—Ritchie Patton

help create the baskets. This past year we auctioned off more than 40 baskets, along with prime parking spaces, raising more than \$7,000.

Kristi: With the addition of a light-rail stop at our hospital, safety has been a huge issue. The EAG has communicated the security changes put in place by the facility, helping to ease those concerns.

Ritchie: The implementation of the “Get Involved Card.” It’s a way for colleagues to track their engagement with activities sponsored by the group as well as other volunteer opportunities throughout the community. Colleagues can redeem their cards for a chance to win prizes. It has really worked to get colleagues more engaged.

How does your EAG operate?

Trent: We meet monthly to review our action items, focus on current events, discuss new ideas and address concerns from individuals and departments. The EAG strives to represent the hospital’s complete demographic—and that includes the full support of our administration.
Kristi: Our EAG meets on the first Thursday of each month. We give members a chance to share a connect-to-purpose issue. We also go over the stoplight report, vote for the facility employee of the month and hold discussions. Our EAG representatives serve as communication champions, keeping our colleagues informed.
Ritchie: We have a chair who leads the group. It’s divided into five committees—Outreach, Events, Communications, Lunch and Learns, and Remote/WFH [Work From Home]—each led by a co-chair. Members are on multiple committees that fit their strengths, skills and interests. ■



TO LEARN MORE ABOUT EAGs and how you can get involved, contact your manager, HR Business Partner or an EAG member.

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