

MAGAZINE

The stories behind
our work to create
healthier tomorrows

Support Our Hope Fund

Pg. 17

Plus:

Tips for delivering
an amazing patient
experience

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Scale and connection:
How working together
saved a life

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HCA Healthcare Colleagues,

It's an exciting time to be in healthcare, and it's an even better time to be a part of HCA Healthcare. Throughout my 36 years with the organization, I have never been more confident in our colleagues or more proud of the work we are all doing to fulfill our mission: Above all else, we are committed to the care and improvement of human life.

Industry trends continue to show growing demand for quality healthcare services. Simultaneously, we are investing more than ever in achieving our mission. The time is right to launch a strategy that will help us tell our story more broadly. This is why we recently rolled out a new purpose statement and purpose-driven brand that defines why we exist, what we do and how we operate as an organization: We exist to give people a healthier tomorrow.

While this purpose statement is new, the meaning is not. We have been giving patients, families and communities healthier tomorrows for more than 50 years, and we continue to do that each and every day. Our enterprise brand will help us better understand who we are as an organization. It will simplify our complexity, and most importantly, it will

better define how we serve our patients.

Our new brand does not mean that we are going to change the names or brands at our facilities. What it will do is underscore and support the brands and the reputation we have built in the communities we serve by reinforcing our connection to each other.

This magazine illustrates how we are connected by our purpose and is one of many important touchpoints for sharing our story. To align with HCA Healthcare's brand, we've renamed and redesigned the magazine. Coupled with a new tagline—"The stories behind our work to create healthier tomorrows"—*HCA Healthcare Magazine* makes a strong statement about the incredible positive impact we can create together.

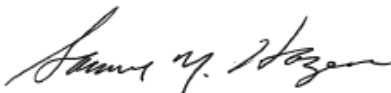
Over the last year, we talked with nearly 1,000 nurses, physicians and colleagues across the organization to find out what HCA Healthcare means to them. Throughout those conversations, we heard three key themes that you'll notice are represented in how the articles in this issue are organized:

- “Raise the Bar” (pages 6–9)
- “Unlock Possibilities” (10–13)
- “Care Like Family” (14–17)

These themes represent the unique culture that makes HCA Healthcare a special place to work and ultimately lifts and supports our purpose.

As you read about our evolving organization and the incredible colleagues who go above and beyond to care for our patients and each other, I hope you feel as proud as I do to work for HCA Healthcare.

Thank you for being a part of this special time for HCA Healthcare. And thank you for the work you do every day to care for and improve human life.


Sam Hazen
CEO, HCA Healthcare

Improving Lives, Every Day



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The Future of HCA Healthcare

As previewed in our last issue of the magazine, HCA Healthcare is rolling out a new purpose-driven brand that articulates what we do: Give people a healthier tomorrow.

This statement of purpose is anchored by a set of beliefs that drive the “how” and “why” we show up for work every day; what we collectively stand for; and, ultimately, how we want patients to feel when they set foot in any one of our more than 1,800 care facilities.

Throughout the rest of 2019, we hope everyone finds an opportunity to be a brand ambassador. Together, we will foster a better understanding of who HCA Healthcare is to our colleagues, physicians and partners, and what we mean to the communities we serve.

 **Have a question?**
Email the brand team:
brand@HCAHealthcare.com.



Unveiling HCA Houston Healthcare

While the new HCA Healthcare brand doesn’t mean that all facilities and local brands will be renamed, HCA Houston Healthcare has adopted our new look and feel with a consistent naming structure for facilities in that market.

HCA Houston Healthcare is the largest health system in Houston. Its 15 hospitals and network of urgent-care clinics, surgery centers and freestanding emergency rooms provide convenient and comprehensive care to more than 1 million patients each year.

“Taking the HCA Healthcare name signals our commitment to be held to the highest standards in the industry,” says Todd Caliva, CEO of HCA Houston Healthcare Clear Lake.

In February, Clear Lake Regional Medical Center became HCA Houston Healthcare Clear Lake—one of several area hospitals that have rebranded under the HCA Healthcare network, or soon will.

But this is not a one-size-fits-all approach. Rather, the adoption of HCA Houston Healthcare was only after very thorough and thoughtful research. Intentional, hyper-local research will continue to serve as the foundation for guiding any future renaming decisions and how they’re brought to life to reinforce HCA Healthcare’s commitment to uncompromising care. Where research indicates that a local brand has a strong reputation in its community—for example, Medical City in and around Dallas, Texas—we’ll stay the course with that name and logo to unify our facilities.

Nothing matters more to us than giving people the absolute best healthcare possible. So, while not all of our facilities will carry the new HCA Healthcare logo, all will carry the shared purpose and values that unite us. And that’s purpose in action.

Welcoming Mission Health to the HCA Healthcare Family

Our scale enables us to care for more people in more places. The joining of HCA Healthcare and Mission Health stands as a symbol for how we continue that accomplishment.

Mission Health—North Carolina’s sixth-largest health system, and now HCA Healthcare’s North Carolina Division—operates six hospitals as well as numerous outpatient and surgery centers in Asheville and the surrounding region. Recognized by IBM Watson Health as one of the nation’s top 15 health systems, it’s a beacon of health and hope for colleagues, patients and the local community.

HCA Healthcare and Mission Health share a focus on patient-centered care and are united in similar values and longstanding legacies.

“We are excited that Mission Health chose to be part of the HCA Healthcare family,” says CEO Sam Hazen. “We look forward to investing in western North Carolina and ensuring Mission Health’s 133-year tradition of caring continues for years to come. This is a model partnership and one we hope will be replicated to benefit many similar communities.”

Mission Health becomes our 15th division. Over the coming years, HCA Healthcare will make meaningful

investments in Mission Health’s community by:

- Building a 120-bed inpatient behavioral health hospital in Asheville
- Building a new replacement hospital for Angel Medical Center in Franklin
- Completing the new, state-of-the-art Mission Hospital for Advanced Medicine in Asheville
- Creating a \$25 million Innovation Fund focused on improving healthcare service delivery and spurring economic development

Additionally, the purchase will fund a new nonprofit called the Dogwood Health Trust. This initiative serves western North Carolina communities by collaborating with local nonprofits to address social determinants of health and well-being. The trust expects to begin grant funding for approved initiatives as early as 2020.

Mission Health will continue to manage its facilities and hospitals from a local level, while tapping into HCA Healthcare’s capabilities in operations, capital access, clinical trials, research, predictive modeling, analytics and more. In turn, HCA Healthcare will benefit from Mission Health’s deep expertise and knowledge-sharing across the organization.

Mission Health by the Numbers


12,000 colleagues +
2,000 volunteers


50+ certifications
for medical specialties
and subspecialties


7 Centers
of Excellence


130+ years of service
throughout
western N.C.


The state’s
sixth-largest
health system, based
in Asheville



Mission Hospital in Asheville, N.C., is Mission Health’s flagship hospital.

Raise the Bar

What matters most to us is giving people the absolute best healthcare possible. We never settle for the status quo.



Sean Hess

PH.D., CCC-SLP, SPEECH
LANGUAGE PATHOLOGIST

Since assuming his role in 2016, Sean has helped grow the speech language pathology program at Wesley Woodlawn Hospital & ER in Wichita, Kan., with more fluoroscopy studies and options for outpatient services. He's changing the culture around nursing and physicians in advocating for patient safety.

How have you advanced so quickly to practitioner-level work in fluoroscopy? Lead radiologist Akash Joshi, MD, offered me the opportunity to learn how to operate a fluoroscope, how radiation works and how to administer radiation safely to patients. I said sure, train me! In addition to his mentorship, I continually engage in self-study and research to provide the best possible patient care.

What advice would you give to someone early in their career who wants to “raise the bar” for patient care? Collaborate whenever possible. I regularly and proactively connect with my colleagues, other physicians and nurses to ensure I understand the big picture of the patient's medical situation and how the work I do fits into their overall care plan. It's this level of teamwork that ensures we're providing the best possible care to every patient, every time.



Ryan Eason

COMMUNITY RELATIONS
DIRECTOR

A self-described left-brain thinker, Ryan brings an analytical approach to his job at Medical City Healthcare in Dallas-Fort Worth, Texas. So when he looked at tackling issues like obesity, diabetes and heart disease, he traced it back to poor eating habits formed early in life. That's why 10 years ago he founded *kids teaching kids*SM, which offers children and parents the resources to improve their eating habits.

How are you extending your care outside the hospital? Medical City Children's Hospital and the Greater Dallas Restaurant Association partner with high school culinary students to create recipes for healthy snacks that elementary school kids can make at home. These children look up to the high school students. It creates “super snackers” to better support the health of kids in our local communities.

What can other hospitals learn from the program's success? The Kids Fit Menu portion of our program—which pairs culinary students and our registered dietitians with local restaurateurs to create meals with fruits and vegetables—is going nationwide. I'm working with four other HCA Healthcare divisions that will support the program at restaurants in their communities.



Haley Davis

NNP-BC, NEONATAL NURSE
PRACTITIONER

After countless hours of protocol updates, training, development and planning, Haley and her colleagues at North Suburban Medical Center in Thornton, Colo., introduced the Eat-Sleep-Console (ESC) screening tool to assess a newborn's withdrawal symptoms after prenatal exposure to opiates. The approach greatly reduces length of stay, keeps the baby closer to the parents and offers a healthier start to life.

What's it like to provide care for an infant patient versus an adult? I'm always amazed at how resilient infants are and how quickly they heal. It's very rewarding to observe their growth and development and see their health improve. It's also rewarding to establish a close relationship with their parents and provide support during an extremely difficult and scary time.

What motivates and inspires you to improve patient experiences? I want to ensure infants receive the best possible care. In the case of opioid-exposed newborns, my colleagues and I recognized flaws in the previous assessment tool and learned of new research to support the use of the ESC care tool. We knew we had to change our practice to better care for these newborns.

Patient-Centered Care

Together, we elevate what it means to do meaningful work.

Most patients see only a small fraction of their care team: the nurses and doctors who interact with them directly. In actuality, they're supported by every one of our colleagues across the entire organization, including researchers, technicians and administrators. Each plays a unique and vital role in raising the bar for best-in-class, patient-centered care.

Kelly Steinle, RN, oncology nurse at Westside Regional Medical Center in Plantation, Fla., takes a holistic approach to patient care. Her compassionate personality combined with her detail-oriented demeanor enables her to notice even the slightest change in her patient's condition—and take a long-term view of their care.

"When I connect with and understand who my patients are, I'm better able to integrate their treatment plans into their daily lives," says Kelly. "For me, purposeful patient care is more than providing medications. It's showing compassion and understanding to build a level of trust so they feel confident with the care they're receiving."

Similar to Kelly, Kevin K. Francis, RN, cardiovascular intensive care unit nurse at Orange Park Medical Center in Orange Park, Fla., actively involves the patient in their plan of care from the beginning and aims to provide a positive environment for both his patients and their families.

"Connecting with my patient's family is extremely important



Connecting With Patients: Expert Advice

"I want to give each patient the means to be comfortable and to show that in this vulnerable place, they're taken care of and important. Whether that's by giving a smile, a blanket, coffee or lending an ear, I help remind them that they're not alone."

Jesekah Minnich

EVS, North Suburban Medical Center, Thornton, Colo.

"Find out what you have in common. It could be a hobby, children, sports teams or even television shows. Anything that helps you connect to that person or their situation can only make you more compassionate in the care that you deliver."

Kevin Francis

"I try to have a servant's heart and treat them as family. Learning a little about the patient's personal life allows me to make a connection before treatment begins."

Michael Dykes



because they have to trust me to help their loved one," says Kevin. "It's an incredible responsibility, and I treat it as such...I make sure we're all on the same page with a singular goal: to keep the person they love safe and to get them back home where they belong."

But home can feel very far away when a patient first steps into a medical facility.

That's why there are volunteers like Cecil Walkinshaw to ease their stress, fear or other negative emotions. As one of the first people that many patients interact with at The Medical Center of Aurora in Aurora,

Colo., Cecil and his cheery attitude leave a positive first impression.

"I know patients can feel anxious," says Cecil, "so I like to put colorful pins—like a shamrock or the American flag—on my vest to make them smile and give them something to talk about besides the reason for their visit."

Michael Dykes, MBA, BSN, RN, director of emergency services for Coliseum Health System in Macon, Ga., also has a deeply rooted connection to helping others. He was an EMT when his father passed from a heart attack at age 50. In that moment, Michael

promised himself that he'd graduate from nursing school in his father's honor. But he didn't stop there.

Michael recently earned his MBA with financial support from HCA Healthcare's tuition reimbursement program and the new loan repayment program. Completing the advanced degree "has allowed me to strengthen my leadership skills," Michael says. "Building a strong team through effective mentoring is a key aspect of achieving higher patient experience scores, improving quality measures and retaining high-performing colleagues."

Unlock Possibilities

We eagerly embrace the challenges of our profession and welcome new opportunities to grow and make a positive impact.



Bill Rutherford

CHIEF FINANCIAL OFFICER AND
EXECUTIVE VICE PRESIDENT

Bill doesn't see his role merely as a budget manager at HCA Healthcare in Nashville, Tenn. In his 30 years with the organization, this "simple accountant at heart," as he calls himself, has worked to contribute to the community and achieve a 360-degree view of the healthcare field. Bill also takes the time to self-reflect and ensure that his career path mirrors his moral compass.

What's been most meaningful about your time at HCA Healthcare? There have always been characteristics I was in search of during my career: I wanted to believe in the organization's services and mission, make a meaningful contribution, enjoy the company of my colleagues and have the opportunity to grow professionally. HCA Healthcare has allowed me to experience all of that.

How has HCA Healthcare helped you grow personally and professionally?

The organization helps me scratch my entrepreneurial itch. Each business has its own executive team, growth trajectory and organizational systems, which makes each feel like its own entity. We also have a culture of listening to people's ideas and innovations.



Reese Edwards

SENIOR CHAPLAIN

For six years Reese has been a fixture at Orange Park Medical Center in Orange Park, Fla. While deployed in Iraq, he assisted soldiers from the helicopter to the emergency room. Today, he visits patients and their loved ones—providing hope when they may have lost it.

How did you transition from 32 years in the military to what you do now?

After retiring, I needed something to do. I found myself visiting a local hospital waiting room, serving coffee and praying for family members of patients—eventually, praying with patients themselves. Months later I had a chance encounter with the senior chaplain. He asked if I'd volunteer in the Spiritual Care Department, and I agreed. When his position became available, I was selected to assume that role.

How does your background help you unlock possibilities?

Being an active listener is important, and I learned this in Iraq when I was asked to just sit and talk with the soldiers. To my fellow veterans entering the workforce, I'd suggest using your education, training and military experience to help you identify a new career.



Yaneth Marin

STAFF ACCOUNTANT

Yaneth has been unlocking possibilities since she moved to the U.S. from Colombia. Hoping to lead a more independent life, she started as a housekeeper before transitioning to the accounting department at The Medical Center of Aurora in Aurora, Colo. Yaneth had previous accounting experience that made her a natural fit, and she has always approached her role through the lens of humility and hard work.

How did you transition to your current role?

I worked for a few months in environmental services, but I missed my old accounting job that I had back in Colombia. There was an opening in accounting and I jumped at the opportunity. When I got there, I promised myself that I'd keep pushing forward.

What guidance would you offer to colleagues who want to unlock possibilities?

Don't look back; always look ahead. Missing your old life doesn't help you. If you let language, culture or other barriers get in your way, you'll never achieve what you want in life.

Six Degrees of Separation

How our scale, capabilities and expertise saved a stroke victim's life

We've all heard of the "six degrees of separation" theory: Any one person can be connected to any other through a chain of just a few acquaintances.

At HCA Healthcare, six degrees is more than a theory. It's a reality connecting the scale, capabilities and expertise across our enterprise to raise the bar in delivering the best patient care in all of our facilities.

Just ask Ginger Duease.

Ginger survived a life-threatening stroke thanks to the combined skill and effort of HCA Healthcare colleagues. Working across two hospitals, the Mid-America division office and corporate offices, teams raced the clock to save her. Using telemedicine technology that allowed for seamless collaboration, they quickly treated and transported Ginger, who was paralyzed on the entire right side of her body when she arrived at Garden Park Medical Center in Gulfport, Miss.

Time is essential in stroke cases. GPMC's Dr. Michael Wilson and his team assessed Ginger's condition and quickly connected

with Dr. Justin Salerian—who was 80 miles away at Tulane Medical Center in New Orleans, La.—using the teleConsulting network, or TEC. TEC gives physicians at Garden Park and several other hospitals 24-hour, on-call access to Tulane's stroke and neuroscience network.

According to Dr. Salerian, Ginger suffered a left middle cerebral artery stroke, which can cause permanent disability or death. Ginger's care team communicated via two-way live video, audio and image-sharing technology to assess her condition. Both doctors agreed that Dr. Wilson would administer a shot of the clot-busting drug tPA; it immediately began restoring movement to her right side. Soon after, Ginger was transferred to Tulane for continued care.

Thanks to her rapid treatment and the ability to share expertise across facilities, Ginger, an avid runner, is healthy and training for upcoming races.

HCA Healthcare's connectivity and teamwork saved Ginger's life. **Here, at far right, are some of the colleague connections that made it possible.**



Michael Wilson, MD
*Garden Park Medical Center
Gulfport, Miss.*

Immediately after assessing Ginger's condition, Dr. Wilson connected with stroke care experts at Tulane using the teleconsulting network (TEC), treating Ginger in 20 minutes.

Justin Salerian, MD
*Tulane Medical Center,
New Orleans, La.*

Provided expert guidance via telestroke technology to Dr. Wilson and his team, who were 80 miles away at GPMC.

**Shannon Kuczynski
MSN-A, MHSA, RN, NE-BC**
Overland Park, Kan.

While the team at GPMC cared for Ginger, they simultaneously engaged Shannon's division access center team, which swiftly transferred Ginger to Tulane.

Gwen McCoy
*HCA Healthcare Corporate
Office Nashville, Tenn.*

Provides support and guidance on all of HCA Healthcare's tele-health offerings across the enterprise, and ensures that division and facility leaders can deploy telehealth technology across a broad range of services.

Krystal M. Gettys, BSN, RN
*Tulane Medical Center,
New Orleans, La.*

Educates nurses at several facilities—including nurses who cared for Ginger—on how to use telehealth technology for stroke care.

Angie Lucchi
Overland Park, Kan.

Supports outreach areas and educates facilities about the importance of time in stroke cases.

Care Like Family

Just as a family does, we pull together to care for, support and celebrate with patients and each other.



Devon Moore
RN, CCRN

A direct-care nurse at Metropolitan Methodist Hospital in San Antonio, Texas, Devon is able to put into words the joy and suffering of her job. Nursing is her calling, not a career choice. She describes her experiences and processes her emotions in a creative way through her popular blog.

Describe your relationship with your fellow nurses? The physicians and nurses are incredibly supportive in boosting each other's careers. It feels amazing that doctors realize we're capable of caring for their sickest patients. Equally awesome is when a nurse says, "I shared your blog post with my parents so they'd better understand what we do." They're not just a team of nurses; they're family.

Why is your blog an important outlet of expression? How can I not tell people about this profession? It's very easy to only live in the grief or in the mountaintop, miracle moments, but the reality is most of our patients get better. And as a bedside nurse, I'm a large part of that.



Vic Campbell
SVP OF INVESTOR AND GOVERNMENT RELATIONS

Based at HCA Healthcare in Nashville, Tenn., Vic learned about family-first values and hard work while growing up in the small town of Anderson, Ind., and on the nearby farm where his father was raised. Personable and charismatic, he relies on a simple rule when engaging people: The deeper your connection, the more faith they have in you.

How would you summarize your experience at HCA Healthcare? I live and breathe this organization. It's my second home, and many of my close colleagues are like family. As I tell my kids and young folks, "Find something that you love, and it will never feel like work."

What's your favorite thing about working here? The people. The Frist family and the many incredible people they've brought to our hospitals are what have kept me here for more than 45 years. [HCA Healthcare co-founder] Dr. Frist, Sr. was often quoted saying, "Good people beget good people." HCA Healthcare leadership today still lives by this motto.



Ruth Townsend
DIRECTOR OF HEALTH AND WELL-BEING SOLUTIONS

Besides overseeing community education efforts, Ruth creates wellness programs for her colleagues at Alaska Regional Hospital in Anchorage. Says one of those colleagues, "Ruth is likely one of the most upbeat, enthusiastic people you'll ever meet."

In what ways do you care for and support patients and colleagues? There are many diverse aspects to my position, all of which are educational, fun and rewarding. I teach or present on anything from hands-only CPR and heart and stroke risk factors, to counteracting the sitting disease and mindfulness. I also do one-on-one stress management and relaxation consults and create fun wellness contests throughout the year.

How has the HCA Healthcare family made a difference in your life? I'm in my 22nd year at the hospital. I've gained numerous close friends who support me at work and in my personal life. It truly is family.



Introducing the new Vital Voices colleague survey

Just like a family, we're strongest when we freely communicate and listen to each other. To facilitate open communication, you'll soon have a better way to share your ideas for enhancing our patient and colleague experience: the new HCA Healthcare Vital Voices survey. After all, healthcare is about people, and every voice is vital.

Rather than a long annual engagement survey with delayed results, we're using much shorter, more frequent surveys with near real-time results for action. Each survey will be about 10 questions and is designed for mobile devices. The first Vital Voices survey launches in May. Watch for more information from your leaders, or search "Vital Voices" on Atlas Connect.

Calling on Hope

Margaret Pennington is every bit of the word “determined.” An emergency room LPN at HCA Houston Healthcare Southeast in Pasadena, Texas, she was diagnosed with breast cancer in May 2018 but vowed not to let it derail her goals for a second act in life. With support from her family, colleagues and our Hope Fund, Margaret is recovering from treatment and getting her life plans back on track.

For Margaret, the Hope Fund grant, funded by donations from colleagues across the organization, eased financial worries that accompanied her cancer diagnosis. As a mother of seven and grandmother of 15, she says the grant was a lifeline when she and her family needed it most.

“I’m so grateful to work for HCA Healthcare, because for me, this is like an enormous second family,” Margaret says. “Working with people who give simply because they know it will benefit a colleague in need is just a blessing.”

After advance screening found lumps in her breasts, biopsies confirmed Margaret’s fears: cancer. “It felt so unfair,” she says. “With a couple of children still living at home, I’d gone back to school to start planning for the next phase of life, to transition from LPN to RN. I didn’t want this to stop me.”

One of her first thoughts was how the diagnosis would affect her family financially. “We’re a two-paycheck family, and I didn’t have short- or long-term disability. I didn’t think I would ever need it. When I crunched the numbers and thought about the money I’d be losing while I didn’t work, it became overwhelming. I didn’t know if we’d face foreclosure or what would happen to my ability to continue schooling.”

Margaret’s manager encouraged her to apply for a Hope Fund grant, which is when she first learned of the colleague-supported charity.

“Emotionally, it was hard to ask for help because I always want to carry my own weight,” she says. “But the caring staff at the Hope Fund offered a lot of

support. The website was also helpful for gathering information and answering my questions.”

Margaret underwent a double mastectomy in July 2018. Less than one month later, a Hope Fund grant allowed her to cover the mortgage, utilities and other expenses that likely would have gone unpaid.

“The grant was an answer to my prayers,” she says. “I was uplifted by the generosity of my HCA Healthcare colleagues.”

Margaret has returned to work—thankful for colleagues who helped her family with food, transportation and other necessities while she was out of work. She’s in continuing care and will undergo reconstructive surgery in the near future. Margaret also plans to continue her education.

“My family could have lost our home,” she says. “But in my darkest hour, my colleagues were my hope. They reached out and said I was going to be OK, and my family was going to be OK. I’m so grateful.”



Margaret (third from left) celebrating with her teammates who supported her throughout her cancer journey.

Care Like Family With Our Hope Fund

Through our Hope Fund, we harness the power of compassion to support colleagues facing life-changing crises. The goal of the Hope Fund is simple: to provide financial support to HCA Healthcare colleagues during life’s most unexpected, difficult times.

But it’s so much more than financial relief. Our fund is a lifeline that reassures colleagues they’re not alone when an extended illness,

natural disaster or other unforeseen situation disrupts their ability to meet basic needs.

To date, we’ve helped more than 32,000 HCA Healthcare families in need. Every dollar makes a difference, and 100 percent of your contributions go directly to colleagues in need, just like Margaret Pennington.

HCA PE FUND

If you already donate, thank you. If you’d like to donate, visit hcahopefund.com/donate to learn more.

None of us expects to face a life-altering situation. When we do, HCA Healthcare colleagues are there to help each other. **Just like family.**

Q&A



Dr. Casey Chollet-Lipscomb

An open-door policy that opens doors for others



Who do you want to see featured in our next Q&A series? Nominate a colleague: magazine@HCAhealthcare.com.

We spoke with Casey Chollet-Lipscomb, MD, about her role as a radiation oncologist with the Sarah Cannon Cancer Institute at TriStar StoneCrest and TriStar Centennial Medical Center in Tennessee. Her story is one of 270,000 colleague stories that are united by our shared mission to care for and improve human life.

How did your upbringing influence your approach to the workplace? My father was the chief operating officer for an industrial supply business, and my mother was the principal of a Catholic school. Let’s just say I take a very organized approach to my medical practice because of their influence.

What was your career path to where you are today? Shortly after beginning medical school, I started working on research projects at St. Jude Children’s Research Hospital in Memphis, where I developed a love for oncology. My mentor there—the late pediatric radiation oncologist Dr. Larry Kun—really helped me create a practice that reflected my personal and scientific interests.

What keeps you engaged in your passion for medicine? That’s easy—the patients. Being able to care for them is a privilege.

How do you create an inspiring, productive culture? My office door is always open. I want team members to feel like they can always come by to share ideas or suggest new projects.

What’s the best piece of career advice you’d give to others? When you start out, it can be hard to say no. Rather than saying yes to everything, try to say yes only to projects where you can really make a difference. I’m still learning this skill, but it’s a good goal!

What does it mean to you to raise the bar? Our team aims to elevate our clinical and research efforts to measurably and meaningfully improve the lives of our patients.

Unlock possibilities? Sarah Cannon’s innovative, personalized clinical trials unlock amazing possibilities for physicians and patients.

Care like family? The first line of the Sarah Cannon mission statement says it all: People who live with cancer—those who work to prevent it, fight it, and survive it—are at the heart of every decision we make.

Happy, Healthy You

The importance of self-care when caring for others

RUNNING

“I feel much more focused after running. I ran sporadically in college, and it was very satisfying to see my endurance and speed increase. Finishing my first road race, a 10K in 2008, hooked me. I worked my way up to a 50-mile ultra-marathon last year.”

Catherine Holly
AVP of marketing and communications for HCA Healthcare’s East Florida division in Fort Lauderdale

FAMILY TIME

“I’m blessed to be the mother of a child [now an adult] with Down syndrome. When I look at the world through his eyes, things become so much clearer. He never judges, he’s delighted with the smallest of things and he loves everyone he meets. What better way is there to live your life than that?”

Jolinda Kelley
BSN, RN, perinatal nurse navigator, Wesley Medical Center, Wichita, Kan.

READING

“I realized that I’m the only person who can truly take care of myself. This is not to say that I don’t need others, but that they cannot make me happy without my own choice and commitment.”

Rev. David H. Reeves
Director of mission and chaplaincy services, The Medical Center of Aurora and Spalding Rehabilitation Hospital, Aurora, Colo.

YOGA

“I fell in love with yoga after I took my first class in college. Twenty-four years later, it’s one of the most important parts of my life and helps me stay dedicated to service in my nursing career.”

Emily Beale
RNC, RYT, interim director of women’s and children’s services, Capital Regional Medical Center, Tallahassee, Fla.

QUILTING

“My great-aunt told me that being creative keeps the mind sharp and soothes the soul. She taught me how to quilt, and I’ve been doing it for 35 years. For me, quilting is immediately gratifying because it comes together so quickly!”

Marti McBride
BSN, RN, CCRN, float pool nurse, TriStar Hendersonville Medical Center, Hendersonville, Tenn.



Help Is Just a Click or a Call Away

All HCA Healthcare–affiliated employees and their immediate family members have access to our Employee Assistance Program (EAP): a confidential counseling and referral service that provides personal, legal and financial services for you and your family. These services can help you

deal with a wide variety of life’s challenges that could affect your health, relationships and/or job effectiveness. To learn more about the program, log on to HCAhrAnswers.com, choose HCA Rewards and search EAP, or call (800) 434-5100.



Share Your Story

The promise of HCA Healthcare lies not in our name, but in our people. Your stories make up our story, and we want to highlight those experiences in this magazine.

Think about it: Do you work with someone who consistently raises the bar? Do you have a mentor who unlocks possibilities? Have you witnessed firsthand what it means to care like family?

Share with us! No matter where you work, no matter what your role, you're a part of HCA Healthcare—and you're contributing to giving people a healthier tomorrow.

If you have a story to share, or a colleague to recommend for a future spotlight in these pages, email us: magazine@HCAhealthcare.com.