

# HCA Healthcare Magazine

The stories behind  
our work to create  
healthier tomorrows

SUMMER 2019

# The 2019 Awards Issue

# Message from the CEO



**HCA Healthcare Colleagues,**  
At HCA Healthcare, we are fundamentally in the people business. Our organization’s employees, physicians and volunteers represent the many qualities that make HCA Healthcare such a strong and effective organization: innovation, compassion, persistence, mentorship, humanitarianism and teamwork, to name just a few. When we harness these qualities on behalf of our patients and communities, we impact people’s lives in positive ways.

This spring and summer I took part in the **HCA Healthcare Awards of Distinction** and **Unit of Distinction** ceremonies. These yearly events highlight our diverse and talent-rich organization and the many people who are deserving of such recognition.

This year there were six Awards of Distinction recipients as well as 10 finalists. The awards include the Frist Humanitarian Awards, HCA Excellence in Nursing Awards and the HCA Innovators Award. In addition, we recognized exemplary nursing units in five categories with Unit of Distinction awards. The Unit of Distinction

program recognizes outstanding nursing performance across HCA Healthcare and the nurses who deliver the care patients deserve with warmth and professionalism.

Each of the award finalists and recipients embodies our mission: **Above all else, we are committed to the care and improvement of human life.** As you read our award recipients’ stories, I hope you feel as inspired as I do. Our coverage begins on *page 4*.

Elsewhere in this issue of *HCA Healthcare Magazine*, we have a Q&A with two nurses discussing the ways **continuing education** has enhanced their career growth (*page 26*). This year, more than 2,600 HCA Healthcare–affiliated nurses under our sponsorship advanced their skills to earn certification through programs accredited by the American Board of Nursing Specialties. It’s a privilege to be able to support our colleagues in achieving their education and career goals.

Congratulations again to our award recipients, and to all of you: Thank you for what you do every day.

  
**Sam Hazen**  
CEO, HCA Healthcare

Improving Lives, Every Day



## 04 | The Best of 2019

Recipients of the HCA Healthcare Awards of Distinction embody our organization’s values and culture.

### Also in This Issue

- 06 Frist Humanitarian Award**  
Jan Woolley, Dr. J. Ryland Scott and Charla Summers represent a lifelong dedication to improving the lives of others.
- 12 HCA Excellence in Nursing Awards**  
Abby DeSesso and Sheandi Richins raise the bar for the entire field of healthcare.

- 16 HCA Innovators Award**  
Gabriel O. Perez Rodriguez’s work helps the organization remain at the forefront of healthcare innovation.
- 18 Honors Class**  
These 10 colleagues, physicians and volunteers are improving more lives in more ways throughout the enterprise.

- 20 Fab Five**  
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*2019 Award Recipients  
Embody Our Organization's Values and Culture*

# The Best of 2019

**At HCA Healthcare**, we share a common purpose: to give people a healthier tomorrow. Our annual Awards of Distinction program offers an opportunity to recognize our people, who enable us to achieve that purpose. • The first Award of Distinction was presented in 1971 as a tribute to HCA Healthcare co-founder Dr. Thomas F. Frist, Sr.'s lifelong dedication to improving the lives of others. Today, more than 50 years after our founding, Dr. Frist's legacy lives on as our organization strives to improve more lives in more ways: through innovative technologies, groundbreaking research, deep engagement within our communities and lasting investments in our colleagues. • In addition to the **Frist Humanitarian Awards**, the Awards of Distinction also include the **HCA Excellence in Nursing Awards** and **HCA Innovators Award**. The award recipients form an elite group of truly remarkable individuals who represent what HCA Healthcare stands for: caring like family for patients and communities, raising the bar for the entire field of healthcare, and above all else—the care and improvement of human life. Our six recipients demonstrate a level of commitment and caring that goes beyond the everyday. • Coverage of the six award recipients—as well as snapshots of the 10 finalists—starts on page 6.



## FRIST HUMANITARIAN AWARDS

Volunteerism and humanitarianism have long been cornerstones of HCA Healthcare's culture. In 2018 alone, our organization provided more than \$42 million in charitable contributions and volunteered more than 156,000 hours in our communities. The Frist Humanitarian Awards have three categories: **Employee Recipient**, **Physician Recipient** and **Volunteer Recipient**.



## HCA EXCELLENCE IN NURSING AWARDS

Nurses are the differentiator for our patients and their loved ones, and HCA Healthcare supports nurses through a multi-year nursing strategy. Learn more about how HCA Healthcare supports nurses by checking out the insert that is packaged with this magazine. The HCA Excellence in Nursing Award has two categories: **Compassionate Care** and **Professional Mentoring**.



## HCA INNOVATORS AWARD

As a learning health system, we use our data to create innovative tools that improve patient outcomes. Recently, innovations like SPOT (an algorithm-driven technology that detects sepsis earlier) and TV as a Platform (which creates a central point of communication between the patient and the care team) have been positively impacting patients across our organization. Though it's been awarded in several categories in past years, this year's **HCA Innovators Award** stands alone.







*“Jan was born to help others ...  
We are inspired by her passion, her devotion to her profession  
and her desire to help others in need.”*

—Mark Robinson, CEO, St. Mark’s Hospital

# Jan Woolley Frist Humanitarian Award

**Utah native Jan Woolley** has worked as an emergency room nurse at St. Mark’s Hospital for more than two decades. In recent years, she has taken her commitment to caring to the global stage, participating in monthly humanitarian missions abroad. The one thing that could keep her from going was an event recognizing those very same life-enhancing missions. Jan postponed a planned visit to Iceland to attend June’s Awards of Distinction ceremony in Nashville, Tenn., where she received the Frist Humanitarian Award.

The award highlights Jan’s work at St. Mark’s and her ongoing travels beyond our borders, which started in earnest nearly 10 years ago when her husband, Craig Woolley, was diagnosed with pancreatic cancer.

“At that point, he decided to do some living,” says Jan. “We started traveling every month outside the country, between chemo treatments, to give him something to look forward to. After Craig passed away, I just kept going.”

Jan has visited all seven continents. Her résumé of service includes helping people in remote areas of Tanzania and Bangladesh, former child soldiers in Uganda, and residents on the Honduran island of Roatan at a clinic founded by another nurse, Peggy Stranges.

“She started on a kitchen table and now has a two-story clinic with a birthing center,” says Jan. “I spent a month with Peggy and did everything from going into the jungle and assessing people for cataracts, to starting IVs for diabetics.”

Jan sees her missions as an extension of her work at St. Mark’s. “We’re all humanitarians within the hospital, when you think about it,” she says. “The humanitarian aspect comes in when you extend yourself so that you have a real empathy for what people are going through.”

The mother of three boys, and a grandmother of 10, Jan says she’s assumed a leadership role at St. Mark’s, adding with a laugh, “A lot of that comes from the fact that I’m older than most of them.”

“Experience makes a difference. I have a different attitude toward work, probably because of my age and because I thoroughly enjoy it, not because I need to,” she says. “I love being with people, anywhere in the world. That’s the thing that gives me the attitude of trying my best to meet their needs, to be of assistance in any way I can, at all times.”

Ultimately, it’s the “great satisfaction” she gets from interacting with so many people in different cultures that helps drive her to do more. “That’s the biggest payback for me.”

**JAN WOOLLEY, RN**  
St. Mark’s Hospital,  
Salt Lake City, Utah

Jan has chosen **Hearts and Hands for Humanity** to receive the \$5,000 charitable contribution that HCA Healthcare will make on her behalf as an award recipient. The nonprofit organization provides clean drinking water for communities in Africa.







*“Other physicians trust Dr. Scott and often seek his input ... he has a heart to take care of his patients, his family, his community and our world.”*

—John Quinlivan, CEO, Redmond Regional Medical Center

# Dr. J. Ryland Scott

## Frist Humanitarian Award

**Like HCA Healthcare** co-founder Dr. Thomas Frist Sr., Dr. J. Ryland Scott brings a relentless commitment to both his surgical work and to the greater community of Rome, Georgia. In addition to his professional duties, Dr. Scott has participated in several international medical missions, is a founding board member of Restoration Rome, and together with his wife is a foster parent and founding co-chair of a local Young Life chapter.

“I believe in servant leadership,” Dr. Scott says. “I’m not concerned with keeping score—unless it involves patient outcomes. I’ve found that if you work hard for the right reasons, people can see your heart and will trust you. In the medical field, we need to remember why we all answered this call in the first place: patient care.”

That commitment led to his recognition as a Frist Humanitarian Award recipient.

“Honestly, there are moments, in the middle of the night when the ER is calling or when I’m missing a milestone in my kids’ lives due to a surgical emergency, that make me question my job,” Dr. Scott says. “But the reality is, I cannot imagine enjoying anything else more.”

And Jennifer and Ryland Scott have plenty of family events to juggle. The couple, with three children of their

own, has welcomed eight foster children into their home over the last four years.

“One of the greatest misconceptions is that foster kids are ‘bad,’ or somehow complicit in their situation,” says Dr. Scott. “They’re just children caught up in circumstances beyond their control and in need of normalcy, structure and love.”

Locally, Dr. Scott also works with Restoration Rome, a project founded by his friends Mary Margaret and Jeff Mauer that provides healthcare support for the underserved, education and mentoring, parenting and family/foster family support, mental health services and substance abuse intervention. “I’ve served as a volunteer, but I’m mostly an ambassador and cheerleader for their vision and tremendous work,” he says.

Farther afield, Dr. Scott has taken mission trips throughout the United States and abroad. “The overarching theme of these experiences is the recognition that every community has its own unique needs, yet the ability to serve is universal. I want to share our material blessings, showing our children the world outside their bubble and enriching their ability to learn from others in different circumstances.”

**J. RYLAND SCOTT, MD, FACS**  
Advanced  
Laparoscopy &  
Bariatric Surgery,  
Redmond Regional  
Medical Center,  
Rome, Ga.

Dr. Scott has chosen two organizations to split the \$10,000 charitable contribution that HCA Healthcare will make on his behalf as an award recipient: **Young Life** and **Global Impact International**.







*“There are a special few who seem to be innately drawn to volunteerism, knowing that the pure act of giving back gives hope and joy to others. Charla is one of those ‘special few ...’ Much like Dr. Frist, she is a servant of the community.”*

—Trent Lind, CEO, Eastside Medical Center

# Charla E. Summers Frist Humanitarian Award

**Charla E. Summers** has been a volunteer at Eastside Medical Center for seven years. A retired middle school and high school teacher with a master’s degree in counseling and rehabilitation, she’s been a fixture with numerous hospital programs and committees including Volunteer, women’s services and the Patient-Family Advisory Committee. Her personal experience as a survivor of domestic abuse inspired her to volunteer as a hotline operator at a crisis intervention center. Charla has led support groups for children of abusive parents, and for people suffering from drug and alcohol addictions. Beyond Eastside, she also coordinates volunteer services for a dozen other hospitals in northeast Georgia.

“It’s surreal—I couldn’t believe it,” Charla says about receiving the Frist Humanitarian Award. “It’s awesome because it represents Eastside very well. I’m so humbled by the whole thing.”

Originally from West Virginia, Charla has lived in Snellville since 1997, but she’s been doing volunteer work since college, when she would canvass neighborhoods on

behalf of the American Cancer Society. She lost her father to cancer, and Charla says it was the selfless efforts of hospice workers who helped care for him—as well as her volunteer experience in a New Jersey hospital—that drove her to dedicate so much of her time to the healthcare field. “It’s satisfying,” she says. “You get to help people with the whole spectrum of health issues.”

Not surprisingly, the former teacher finds life lessons in her many volunteer efforts. “To me, everything you do is an educational experience,” says Charla, who taught school for 38 years. “[Volunteering] is a big part of my life. I’ve been blessed with a giving heart; it’s my mission to do these things.”

Aside from a profound desire to help people, Charla generously donates her time for a more personal reason. “I don’t want to get old,” she says with a laugh. “It helps keep me active. I love people, and volunteering is a way of feeling useful. There’s always something else to do. You get more in return than you ever put out. You don’t get the same satisfaction with a paying job.”

**CHARLA E. SUMMERS, MA**  
Eastside  
Medical Center,  
Snellville, Ga.

Charla is an active member of the state’s Council of Volunteer Services and has designated that group’s scholarship fund to receive the \$5,000 charitable contribution that HCA Healthcare will make on her behalf as an award recipient.







*“Abby is a true leader on her unit  
and an advocate for the patients. Her compassionate approach  
to the care she provides is inspiring.”*

—Irene Williford, CNO, Reston Hospital Center

# Abby DeSesso

## HCA Excellence in Nursing Award

**Nursing means compassion.** Abby DeSesso, an Intensive Care Unit clinical coordinator and senior charge nurse, personifies that ideal.

“All the nurses in this ICU give next-level care,” she says. “You have to find that connection with every patient. No matter how different you may seem, there’s also something you have in common.”

That mindset is critical in the ICU, where the human touch can make an enormous difference for patients and family members. It’s a major reason why Abby was selected as the Compassionate Care Recipient of the HCA Excellence in Nursing Award.

“When I go the extra mile for patients, I don’t like to announce it or be recognized,” says Abby. “It was surprising to me how many [people] noticed my efforts and appreciated them. I’m honored that the people I look up to think I have something special to offer the unit.”

A perfect example is Abby coordinating with the hospital’s respiratory staff to take a ventilated patient outside to enjoy some sunshine and fresh air. Sometimes family members bring patients’ dogs or their children to

meet up with them outside. “In the ICU, we see a lot of tears because of very sad situations. But I’ve seen a lot of families shed tears when they see their loved one outside. It’s a sense of normalcy that has been lacking, typically for weeks,” she says.

Even the smallest acts have big impacts. Abby’s locker contains games, arts and crafts items and even hair detangler to help patients.

“Being in a bed for many days is going to tangle hair, and sometimes it gets so tangled it has to be cut,” says Abby. “What an insult to injury, to be stuck in a hospital bed and your hair has to be cut. Little things like detangling hair, or buying someone gummy worms because that’s all they want, is the least I can do. I always try to put myself in someone else’s shoes.”

Reston Hospital Center has enabled Abby to embrace that caring style. When she started six years ago, many of the nurses had been there since it opened in 1986. “I was overwhelmed by the amount of knowledge and the experienced nurses they had. They all took me under their wing and helped grow me into an ICU nurse.” Abby makes sure she pays it forward.

**ABBY DESESSO,  
MSN, RN**  
Reston Hospital  
Center,  
Reston, Va.

Abby chose **St. Michael’s Academy**—the school where she volunteers on her days off—to receive the **\$5,000** charitable contribution that HCA Healthcare will make on her behalf as an award recipient.







*“Sheandi does a phenomenal job of educating our staff. She thinks outside of the box, coming up with new ways to teach our nurses. ... She’s also a superstar in our community, frequently volunteering her time.”*

—Jeff Sollis, CEO, Eastern Idaho Regional Medical Center (EIRMC)

# Sheandi Richins

## HCA Excellence in Nursing Award

**Sheandi Richins** is perpetual motion personified. When not taking care of her family, training for a marathon or teaching Zumba classes, she’s immersed in the whirlwind world of the emergency room as the emergency room clinical educator.

“You have critical-care patients, which can be very challenging, and I like challenge,” says Sheandi. “It’s also very fast-paced, which matches my personality. It’s just so dynamic and ever-changing, and I love that aspect of it. The reason I love the ER is the people I work with.”

A veteran of 15 years at EIRMC, Sheandi makes sure every nurse is equipped to provide exceptional care. “I think about my experience, because when I was a new nurse, there wasn’t an educator in the ER. There were times I didn’t feel confident or comfortable in many situations.”

She says the benefit of having a mentor for new nurses and those new to the ER is that it gives them the tools they need to be successful—and confident. “I want to teach new people the right way to do things, and provide them with the right resources, so they’re taking care of patients the safest and the best way.”

To achieve those goals, Sheandi developed three

important programs for the ER: the Outstanding Preceptor of the Quarter Award recognizes veteran nurses who tutor new staffers; the Primary Trauma Nurse Development Pathway is designed to provide more hands-on trauma experience; and the New Graduate Emergency Room Program is a six-month program that encompasses the demands of ER care.

Sheandi’s work in these areas led to her receiving the HCA Excellence in Nursing Award for Professional Mentoring. “I put a lot of effort into the things I do. But there are so many amazing people at HCA Healthcare and at the hospital. It’s very humbling, and I hope I do [the award] justice.”

Outside of work, Sheandi stays active in other ways. She held a Zumbathon that raised more than \$3,000 for a co-worker diagnosed with a brain tumor, and in 2016 she fulfilled her dream of running in the Boston Marathon.

“Fitness is a passion, because I’ve been on the other side of the fence, when I haven’t been fit, and I’ve had health problems,” says Sheandi. “I like to express the impact of staying healthy, whether at the bedside, helping people take care of themselves, or in the community, motivating people to get up and move.”

**SHEANDI RICHINS,**  
BSN, RN, CEN, TCRN  
Eastern Idaho  
Regional Medical  
Center,  
Idaho Falls, Idaho

Ronald McDonald House Charities of Idaho will receive \$4,000 from HCA Healthcare on Sheandi’s behalf. She used to do home health in the area, and many of the children with cancer would travel to Utah for treatment because they didn’t have a local place to stay. EIRMC now offers more services, and having a Ronald McDonald House will help those families stay close to their loved ones. HCA Healthcare will also make a \$1,000 charitable contribution to Paces for Payton, a local fundraiser that raises awareness about organ donation.







*“Gabriel’s capacity to germinate the seed of an idea, making it reality, is unparalleled within HCA Healthcare’s innovation strategy. He truly is a foundational element in the company’s quest to remain at the forefront of healthcare innovation.”*

—Fariba Borjian, CIO, East Florida Division

# Gabriel O. Perez Rodriguez

## HCA Innovators Award

**Gabriel O. Perez Rodriguez** distinctly remembers when he became “healthcare-inspired” in his work in information technology. He had taken a position with an HCA Healthcare hospital, and there was a small sign in the hallway leading to his office. “One day, I decided to stop and read it. It said, ‘If you are not directly helping a patient, you are helping someone who is.’ That was my moment. I realized that this wasn’t just an IT job; this was a healthcare career where my IT expertise was adding value to the care of our patients. More than 15 years later, that is still what drives me.”

That led to his receiving the HCA Innovators Award.

Today, his HCA Healthcare colleagues include “individuals who can work in any industry where there is some sort of technology component,” he says. “But few are the industries where those technology components are used for the direct care and improvement of human life, and we get to support and help those who use them.”

Throughout his HCA Healthcare career, Gabriel has brought innovative ideas to life to improve our patients’ experiences, often partnering with colleagues to ideate or develop innovations. In addition to the nationally recognized ER Wait Times system, which

drove ER process improvements and increased patient satisfaction, he’s had numerous other accomplishments. He led the development of Primary Care Physician Referral (PCPR), enabling identification of patients without a primary care physician. “This concept was later used to create the now enterprise-wide Care Assure system, which was also created by the East Florida team,” says Gabriel.

Gabriel also helped lead the development of the technology that manages operating room dockets and requirements; a patient transport system that allows for the electronic request of patient movements within the hospital or to a patient’s post-discharge destination; and the notification platform that enables secure, real-time communication with patients between nurses and providers.

Finally, Gabriel holds five HCA Healthcare patents. “I’m proud we’re able to show that there are truly innovative ideas from our facilities,” he says. The HCA Innovators Award process “highlights the hard work of those who have an eye for solutions. It’s extremely humbling that HCA Healthcare believes in the work that my team and I have done throughout the years.”



**GABRIEL O. PEREZ RODRIGUEZ,**  
Vice President  
of Software  
Development  
(Gabriel was Director  
of Application  
Development for the  
East Florida Division  
during the period  
for which he is being  
recognized.)

Gabriel has chosen  
the Alzheimer’s  
Foundation of  
America and the  
HCA Hope Fund  
to each receive  
half of the  
\$5,000 charitable  
contribution that  
HCA Healthcare will  
make on his behalf as  
an award recipient.



# Honors Class

*By any measure, these 10 colleagues, physicians and volunteers are raising the bar for HCA Healthcare and the facilities and people they serve.*

**Frist  
Humanitarian  
Award**  
Employee  
Finalist



**Rio Ratermanis**  
BSN, RN

St. Lucie  
Medical Center,  
Port St. Lucie, Fla.

**Frist  
Humanitarian  
Award**  
Employee  
Finalist



**Zachary Rios**  
RN

St. David's  
Medical Center,  
Austin, Texas

**Frist  
Humanitarian  
Award**  
Physician  
Finalist



**Joanie Mayer Hope**  
MD

Alaska  
Regional Hospital,  
Anchorage,  
Alaska

**Rio** is a staff nurse in the main and off-site emergency departments. In addition to being involved with several committees at the hospital, she serves her community on the board of directors for the *Inner Truth Project*—a program for survivors of sexual violence—and educates the public on how to identify, prevent and react to abuse.

**Zach's** commitment to delivering superior, patient-centered care reaches far beyond his community. A registered orthopedic nurse, he has traveled to Iraq to care for injured war victims and to Bangladesh to treat Rohingya refugees.

**Dr. Hope** founded the Alaska Women's Cancer Care Center, the state's first and only practice dedicated to her specialty, gynecologic oncology. She also started *Let Every Woman Know*, a nonprofit committed to saving lives through local education about gynecological cancers.

**Frist  
Humanitarian  
Award**  
Physician  
Finalist



**Peter H. Grossman**  
MD,  
FACS

West Hills Hospital &  
Medical Center,  
Los Angeles, Calif.

A plastic surgeon, **Dr. Grossman** specializes in cosmetic and reconstructive surgery for burn injuries. He established the *Grossman Burn Foundation* to promote effective, sustainable solutions for the comprehensive treatment, care and support of burn survivors and their families in the U.S. and abroad.

**Frist  
Humanitarian  
Award**  
Volunteer  
Finalist



**Edee Worth**

Swedish  
Medical Center,  
Englewood, Colo.

**Edee** has been a volunteer chaplain at *Swedish Medical Center* since 1986, logging more than 23,000 hours. She's the overnight chaplain twice a week and supports patients, family and staff during fetal demise and after the deaths of children and adults in the emergency room.

**Frist  
Humanitarian  
Award**  
Volunteer  
Finalist



**Judy Shepherd**

St. David's Georgetown  
Hospital,  
Georgetown, Texas

A hospital volunteer for 38 years, **Judy** was a founding member of the *Volunteer Auxiliary*, where she has served in many roles; she's currently a team captain for the information desk. Outside of the hospital, Judy advocates for women's rights, immigration reform, affordable housing and the LGBTQ community.

**HCA Excellence  
in Nursing Award**  
Compassionate  
Care  
Finalist



**Esther Tapia Valdez**  
RN, CN-BN,  
CBCN,  
MammaCare  
Specialist

HCA Houston  
Healthcare Northwest,  
Houston, Texas

A patient care navigator, **Esther** has made a tremendous difference for breast cancer patients, their families and her colleagues. She encourages her team to see the uniqueness in every person and to go the extra mile to help patients during their cancer journeys.

**HCA Excellence  
in Nursing Award**  
Compassionate  
Care  
Finalist



**Richelle Stoddard**  
RN

Eastern Idaho Regional  
Medical Center,  
Idaho Falls, Idaho

**Richelle** is the NICU clinical team lead at *Eastern Idaho Regional Medical Center*, where she has worked for 24 years. Known for going out of her way to comfort patients and families—even after they've left the hospital—she's a respected resource for new and seasoned nurses alike.

**HCA Excellence  
in Nursing Award**  
Professional  
Mentoring  
Finalist



**Christine Carlson**  
BSHA, RN,  
RNC-OB, C-EFM

St. David's North Austin  
Medical Center,  
Austin, Texas

**Chris**, a registered nurse, has led multiple efforts to improve processes and has developed communication tools and HealthStream modules to educate staff. As the chair of the *Nurse Practice Council* for her facility, she and her team are accomplishing large-scale projects to improve patient care.

**HCA Excellence  
in Nursing Award**  
Professional  
Mentoring  
Finalist



**Matthew Libby**  
BSN, RN

The Medical Center  
of Aurora,  
Aurora, Colo.

Since joining *The Medical Center of Aurora* in 2015, **Matt** has been central in the success of the cardiovascular service line. As a clinical nurse coordinator, he serves as a mentor for new OR nurses, provides education for new programs and acts as an ambassador between sister facilities.





# Unit of Distinction

*Honoring HCA Healthcare's top nursing operations.*

**Launched in 2015**, the annual Unit of Distinction (UOD) award program recognizes exemplary nursing units at HCA Healthcare facilities nationwide, where some 94,000 nurses are employed. The program is a component of our strategic focus on evidence-based practice, innovative care models and sharing to find the best of the best across our organization.

Departments must meet rigorous requirements to earn the Unit of Distinction designation: measurable performance in advocacy and leadership, consistency in nursing practice and operations, and leveraging scale to drive performance.

During 2018, approximately 1,200 HCA Healthcare nursing units participated in the program. The five recipients of the award are considered to be in the top 5% of all HCA Healthcare medical-surgical, critical care, emergency services and surgical services nursing units.

A vital part of the program is HCA Healthcare's sponsorship of nurses to obtain national certification through programs accredited by the American Board of Nursing Specialties. This year, more than 2,600 HCA Healthcare-affiliated nurses advanced their individual and professional skills to earn certification.

Jane D. Englebright, Ph.D., RN, CENP, FAAN, HCA Healthcare's chief nursing executive and senior vice president, says the UOD award "acknowledges that it takes a high-performing team of nurses demonstrating a high level of commitment to achieve results like these."

*"Nursing is the cornerstone of patient care and a differentiator for HCA Healthcare. Our nurses give voice to the needs of our patients and ensure our mission is lived out every day across our organization."*

—Sam Hazen, CEO, HCA Healthcare

Category:  
Emergency Services  
**EASTERN IDAHO REGIONAL MEDICAL CENTER**  
DEPT. 780/EMERGENCY DEPARTMENT, IDAHO FALLS, IDAHO



*"The staff mindset is: If we can meet a standard, why don't we beat the standard and do it better than we did before? ... By mastering the simple things, the hard things become achievable. At the end of the day, they've perfected teamwork."*

—Nicole Storer, Unit leader



Category:  
Medical-Surgical  
**MEDICAL CITY DALLAS HOSPITAL**  
DEPT. 619/ORTHOPEDICS, DALLAS, TEXAS



*“Thank you to each and every staff member. **Without you, this success would be impossible.** We’re very fortunate to have a team that always aims for excellence.”*

— **Shivas Niduasa**, Former unit leader (now with Medical City Plano)

Category:  
Critical Care/ICU  
**RAPIDES REGIONAL MEDICAL CENTER**  
DEPT. 653/SURGICAL ICU, ALEXANDRIA, LA.



*“This is for my work family that I’m honored to be able to serve. **Devotion to patients is the reason** miracles have become commonplace.”*

— **Matthew Beach**, Unit leader



Category:  
Critical Care/Progressive Care Unit  
**OAK HILL HOSPITAL**

DEPT. 625/IMC (INTERMEDIATE CARE), BROOKSVILLE, FLA.



*“Not only do **they** take care of our patients,  
but they also take care of each other.”*

— **Robert Linares**, Unit leader

Category:  
Surgical Services  
**SKY RIDGE MEDICAL CENTER**

DEPT. 701/MAIN OR, LONE TREE, COLO.



*“The daily staff huddle reveals that it takes a village, because  
no surgical patient can ever get the care they need by only being cared for by one  
person. This award honors their constant hard work and commitment to  
exceptional surgical care.”*

— **Bridgit Davalt**, Director, surgery, accepted on behalf of  
Unit leader **William Bertram**, unable to attend ceremony



# Q&A



## Continuing Education

How does HCA Healthcare help with professional development?  
We asked two nurses.

**Marley Thomas**, BSN, RN, CCRN, and **Ivette Littlejohn**, RN, admirably represent their chosen field of nursing. Marley, a 2016 graduate of South Dakota State University, is a registered nurse in the intensive care unit at Rose Medical Center in Denver, Colo. Puerto Rico native Ivette, also an RN, works in a medical-surgical unit at Doctors Hospital of Sarasota, Fla. Like other nurses, both are passionate about what they do and are fully committed to patient care. For that reason, they've made a point of continuing their education, doing so with an assist from HCA Healthcare. Other nurses are doing the same.

In 2018, more than 2,600 HCA Healthcare RNs obtained national certification in a specialty through the

organization's voucher program. That same year, employees received a collective \$31.8 million in tuition reimbursement. And beginning this year, eligible employees receive a new monthly benefit to help them pay down student loan debt. Those numbers support the organization's commitment to being a "learning health system," where colleagues are encouraged to continuously enhance their professional talents.

### Why is nursing so important to you?

**MARLEY:** My mom was a nurse anesthetist, and she inspired me to go into nursing. The thing I love about critical-care nursing is that medicine is always evolving, and I learn something new every day. I love that I have a lot of autonomy, but I also work with such an amazing team. The most rewarding part about my job is I get to take care of really sick people, and sometimes I'm lucky enough to witness them make a full recovery.

**IVETTE:** There was never another career I was interested in. I had a few setbacks along the way, but I never gave up. Eight years ago, my son passed away from brain cancer. Being in the medical field helped me cope. I have a soft spot for cancer patients, and I can relate to the family's pain.

My experience drove me to want to be a nurse even more to help others. I enjoy being there for the patients as well as for their families and getting to know them. I love to learn from other nurses and doctors about difficult topics. I strive to keep patients up to date with their plan of care and explain what's happening to them.

### How has HCA Healthcare helped you reach your goals in your career?

**MARLEY:** Once I graduated, I applied for HCA Healthcare's StaRN program for new grads—where everybody is a new nurse, so there's no judgment. We went over the IV pumps and tubing we use, skills like IV and Foley [catheter] insertion. And for the nurses going into an ICU, we had an extra week of education about ventilators, medications, etc.

One of my favorite HCA Healthcare benefits is they pay \$150 toward my student loans every month. Another super cool benefit is tuition assistance. Some anesthesia schools want you to re-take certain classes, like math and chemistry, before you apply. So I had to take a chemistry class, and HCA Healthcare paid for all of it. I'm so grateful they do these things for their employees.

**IVETTE:** Education has opened a new world of knowledge for me—things I didn't learn in nursing school, things you can implement in your everyday work. I've been able to use this in my career to maximize patient care. I'm thankful for the tuition reimbursement program. I started my BSN [Bachelor of Science in Nursing] journey last year. I take one class at a time because I must balance work, school and family. My daughter is 4, so she keeps me very busy. I'm also planning on getting my certification as a medical-surgical nurse, hopefully at the end of this year.

### What advice would you give to other young nurses?

**MARLEY:** Find a place where you truly feel like you're working with your friends. The things we see on a daily basis can be emotionally and physically draining, but when you work with amazing people like I do, they make the bad days better and the good days great.



No matter where my nursing career takes me, I will forever remember the Rose Medical Center ICU team.

**IVETTE:** Go back to school and take advantage of all the resources HCA Healthcare provides, like tuition reimbursement. Nursing is in high demand and we need motivated people to help care for patients who need us. There are many different areas to work in nursing; we just need to find where we belong and excel at it. You must be ready for whatever the day brings, and when a challenge arises, use your critical-thinking skills, tools and resources.



Who do you want to see featured in our next Q&A?  
Nominate a colleague(s):  
[magazine@HCAhealthcare.com](mailto:magazine@HCAhealthcare.com).



A photograph of a woman in a white lab coat, likely a healthcare professional, smiling and talking to a young girl. The girl is being held by an adult whose hands are visible on her shoulders. The girl is wearing a purple shirt and blue jeans. The background is a plain, light-colored wall.

# 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, email us: [magazine@HCAhealthcare.com](mailto:magazine@HCAhealthcare.com).