

# HCA Healthcare Magazine

WINTER 2020

HCA   
Healthcare®



## Triumph in the Face of Trials

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**HCA Healthcare colleagues,**

In 2020, our organization faced unprecedented challenges due to the COVID-19 pandemic. But our collective dedication to our mission, and our promise to improve more lives in more ways, never wavered.

The strength and compassion that you demonstrated throughout the past year are nothing short of inspiring. We expanded our capabilities to serve and provide quality care to millions of patients, and our commitment to our patients and communities only strengthened as times got harder.

We say we care like family, and it shows. Even while managing significant changes in your personal lives, you went above and beyond to do the right thing for our patients, for each other, and for the communities we serve.

In this issue of *HCA Healthcare Magazine*, we reflect on the past year, which truly has been exceptional on so many fronts. While there are many difficult emotions and memories to process, I believe you will share my feelings of pride and admiration for our HCA Healthcare family after reading these stories.

I hope you are able to take time this holiday season to reflect on the strength, dedication, and commitment you and your fellow HCA Healthcare colleagues portrayed this year. I wish each of you a time of joy and rest among family and friends. We will continue to move forward in pursuit of our mission in 2021.

Sincerely,

**Sam Hazen**  
CEO, HCA Healthcare

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“Even though we had some hard times with a lot of patients coming, we were never short of PPE. We always had somebody making sure we had everything, to make sure we were very protected.”

— **Carla Alzamora, CNA**  
COVID Unit / South Tower  
Aventura Hospital  
and Medical Center  
Aventura, Fla.



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for more stories about our  
incredible colleagues.



# Triumph in the Face of Trials

Thank you, colleagues, for your exceptional work during an exceptional time.

The pandemic has challenged HCA Healthcare at every level. In the face of such adversity, character and fortitude are tested. Yet, the response throughout our organization — which has a storied history of responding to disasters — has been nothing short of remarkable.

When reflecting on the impressive accomplishments of our organization, we can see five powerful themes: protecting colleagues and physicians, providing outstanding patient care, developing mutually beneficial partnerships, providing a resource for communities and the government, and continuing to advance the organization during the crisis.

“We have proven — you have proven — that our organization, more so than many in our industry, has unique enterprise skills, capabilities, and heart, all of which allow us to respond effectively and responsibly to events like this one, and at the same time improve our organization,” said CEO Sam Hazen. “Thank you again for your unwavering dedication and commitment to our patients and to each other.”

## Frontline Voices

“We have a saying that sums up our culture of teamwork: ‘We Are Redmond.’ I see it lived out every day.”

— Terri Billings, CRT



**Terri Billings**  
CRT  
Respiratory  
Therapist  
Redmond Regional  
Medical Center  
Rome, Ga.

From the early days of understanding the novel coronavirus, respiratory distress emerged as a critical outcome. The impact of respiratory therapists was immediately paramount. It’s been an incredibly trying situation, especially at Redmond Regional Medical Center in Rome, Georgia, among the first hospitals within HCA Healthcare to treat COVID-19 patients.

“That’s been really hard to experience,” says Terri Billings, a respiratory therapist with 40 years of experience. “Our team works very hard to help our patients recover, and we get very close to our patients and their families.”

The virus presented a unique threat. Due to the rapid onset of the pandemic, the team had to act quickly and innovatively to protect patients.

“It was an amazingly creative moment, driven by a team working together,” Terri says. “I know we make a positive difference in our patients’ lives every day with the technical care we provide. But we also make a huge difference in the way we provide care beyond our typical respiratory therapy treatments.”

### Caring for Our HCA Healthcare Family

Steps we took to assist and protect colleagues (as of August 2020):

**13,000+** received **quarantine pay** at 100% of base pay.

**126,000+** received **pandemic pay** at 70% of base pay (for colleagues in care settings with reduced hours).

**\$1.9M** in grants has been paid or is pending for 1,300+ colleagues through the HCA Healthcare Hope Fund, a 501(c)(3) charity (see story, page 8).

**\$4.5M** was donated to the Hope Fund, a record sum that included received and committed amounts from colleagues, a \$1M grant from The Frist Foundation and \$1M from corporate board members donating their fees for the rest of 2020.

**Guidelines** from the CDC and other authorities were consolidated on one website.

**24/7 Nurse Care** was launched, offering hospital-based nurses free, confidential 24/7 access to counselors.

**iMobile** technology was used to provide Virtual Preceptor for new and redeployed nurses.

**Physicians** received various forms of assistance including **deferred rent** to address business disruptions; the **HCA CARES** program was launched as a resource for learning about the CARES Act; and **intubation teams** were formed to minimize exposure and preserve PPE.



## Protecting Our Patients

As for our primary focus — caring for patients — HCA Healthcare colleagues treated more than 68,500 COVID-19-positive inpatients (as of November 2020). We were one of the first health systems in several markets to restrict visitor access in order to create a safe environment for patients. We also distributed iPads so families could visit patients virtually and held countless celebrations of healing as patients were discharged. For those suffering financial hardships, HCA Healthcare offered more flexibility for payments. We created a hotline to answer questions from recently unemployed patients and offer assistance with applying for insurance coverage.

Another aspect of our robust response to the pandemic: our long-standing support of the communities we serve. More than \$1.7 million in grants has been distributed to local organizations through the HCA Healthcare Foundation and an affiliated trust. Meanwhile, we continued to take part in private-public partnerships such as the Dynamic Ventilator Reserve, which provides lifesaving ventilators for hospitals. We also supported clinical trials for COVID-19 research through Sarah Cannon, the Cancer Institute of HCA Healthcare, while our data science team helped develop a COVID-19 data portal for communities to use.

Together, these actions paint a broader picture of an organization dedicated to our mission, colleagues and communities.

“I am part of a team that, above all else, is committed to the care and improvement of human life.”

— Alma Salazar



**Alma Salazar**  
Environmental Services  
West Hills Hospital & Medical Center  
West Hills, Calif.

Patients at West Hills Hospital & Medical Center in West Hills, California, can rest and recuperate knowing that Alma and her colleagues in environmental services are making the extra effort to keep their facility safe and sparkling clean.

“What I enjoy most about my job is knowing that I provided a well-sanitized environment for the care of another human life,” Alma says. “It’s very rewarding to know that my skills are respected. I have the utmost respect for the fact that I am part of a team that, above all else, is committed to the care and improvement of human life.”

The work isn’t always easy, but Alma sets an example for others to follow. “Alma is an extraordinary colleague who is always willing to lend a helping hand to her co-workers and patients,” says her supervisor, Manuel Covarrubias. “What makes Alma a valuable member of our team is her inspiring positive attitude and her constant willingness to go above and beyond in order to benefit the entire department.”

“When words weren’t enough, our actions carried our message of hope, renewal, patience, love and compassion.”

— Owen Rogers



**Owen Rogers**  
BSN, RN  
ER Nurse  
Westside Regional Medical Center  
Plantation, Fla.

Owen knows medical trauma from two very different perspectives: that of a patient and that of a registered nurse. He was working at Plantation General Hospital in Plantation, Florida, in July 2019, when a CT scan revealed he had a massive brain tumor that contained cancerous tissue.

After undergoing emergency surgery, Owen endured a six-month recovery, including 35 radiation sessions and proton therapy treatment. With a 12-inch scar on the side of his head, he returned to his full-time position, prepared to take on the pandemic with the same determination he had when overcoming his brain tumor. He now works as an ER nurse at Westside Regional Medical Center in Plantation.

“When COVID-19 arrived at Plantation General Hospital, we were ready and fought tooth and nail for the lives in our care,” Owen says.

“Very few people can do what frontline workers do. Those who can toe the line at the front feel an unmistakable need to run in when everyone is running out. That’s the common denominator of a frontline worker. I thrive in that environment. I really enjoy it.”

“The most enjoyable aspect of my job is the relationships I have formed with the staff on all the units I serve. I refer to them often as my work family.”

— Katie Neligan



**Katherine “Katie” Neligan**  
MSN, RN, CNL, PCCN  
Clinical Professional Development Educator  
Mission Hospital  
Asheville, N.C.

Personal protective equipment is a primary defense against COVID-19. Katherine’s knowledge of the proper use of PPE as the progressive care educator at Mission Hospital in Asheville, North Carolina, was so crucial during the onset of the pandemic that colleagues nicknamed her “COVID Katie.”

“It’s definitely been stressful for everyone, and you almost go through the stages of grief, where you’re almost frantic at first, and then you’re angry this is happening to you, and then you come to accept it,” Katie says. “That’s where we all are now. And we feel like we know how to care for these patients.”

The coronavirus requires a team approach, and nursing is, without question, a team vocation.

“I’m amazed at the work my pulmonary staff does with COVID-19 patients and the resiliency they show when they come into work every day with smiles on their faces,” Katie says. “They’ve kept up with ever-changing information and recommendations for care of COVID-19 patients and provided exceptional care in trying times.”





**Stories of Hope**  
The Hope Fund experience  
of three HCA Healthcare  
colleagues

# 15 Years of Caring

The HCA Healthcare Hope Fund remains a beacon of support for colleagues in need.

This year, our HCA Healthcare Hope Fund is celebrating 15 years of making a positive impact in the lives of our colleagues and their families. Founded in 2005, the fund quickly became a fixture of caring and support for those experiencing unexpected financial hardships. It has since generated nearly \$60 million to help more than 35,000 HCA Healthcare families.

This year, colleagues from across the enterprise have generously donated an additional \$4.5 million, including a \$1 million grant from The Frist Foundation and a \$1 million gift from HCA Healthcare corporate board members. More than 1,300 colleagues impacted by the financial effects of the pandemic have received grants totaling \$1.9 million.

Whether due to a spouse's job loss, a major health issue, a natural disaster, or some other challenge, the Hope Fund is a rock of inspiration and relief.

"The Hope Fund has become perhaps the greatest example of how HCA Healthcare colleagues care for each other as family," says Joe Flynn, assistant vice president of Community Engagement and president of the HCA Healthcare Hope Fund. "It's a statement colleagues make to one another — 'You are not alone' and 'We stand with you' — during some of life's darkest days. When crises arise, it's comforting to know you can depend on the Hope Fund."



**Lisa Ramirez**  
Biller  
Parallon  
San Antonio, Texas

The day Lisa learned about the HCA Healthcare Hope Fund, she and her husband, Gonzalo, discussed contributing to it.

"He asked me if we could afford to donate," says Lisa, who thought it was a resource only for victims of natural disasters. "I said we can't afford not to. We always want to help people in a time of need." So Lisa began contributing with every paycheck, never imagining that they would benefit from the Hope Fund when Gonzalo was out of work due to a serious illness.

*The Ramirezes tell the rest of their story in a short video, which can be found at Magazine.HCAhealthcare.com.*



**Deb Troy, RN**  
Case Manager  
Medical City Weatherford  
Weatherford, Texas

Deb was a travel nurse for several years, working all over the country. In 2018, she took custody of her grandson, adopting him the following year.

Needing a permanent position because of him, she got a job at HCA Houston Healthcare Southeast in Pasadena, Texas. In September 2019, she moved back to the Dallas-Fort Worth area where she has family and a larger support system. She went to work for Medical City Weatherford and bought a home.

In April 2020, Deb needed to be out on FMLA for 12 weeks for a personal medical issue. Not having the PTO hours to cover that, she says she was without an income. "I completely depleted my savings, and I needed to make a house payment. Because of the increase in requests for help due to COVID-19, I didn't think I'd qualify for the Hope Fund. It allowed me to catch up on several outstanding bills and return to work without the burden of financial worry."

As someone who's always been independent and usually "the giver," Deb says it was very difficult to ask for assistance. "I was treated with such empathy, kindness and professionalism that it inspired me to begin giving to the Hope Fund myself.

"I hope my story inspires those who need assistance to ask. Even more, I hope it inspires those who don't need help to give."



**Lillie McClain**  
Patient Care Technician  
Lakeview Regional Medical Center  
Covington, La.

In August 2005, the first year of the Hope Fund, Hurricane Katrina nearly took away everything that mattered to Lillie. The catastrophic storm toppled three large trees that demolished Lillie's New Orleans-area home. Her two older girls, Kayla and Jada, were covered with glass but unhurt. The youngest, 16-month-old Courtney, was gasping for breath.

"I knew time was limited," Lillie remembers. "I called 911, but they couldn't come. I was holding the baby and, with my other girls, ran into waist-high water. A neighbor saw us, and he grabbed the baby and rushed us to the hospital."

Courtney had suffered a cranial fracture. She spent three days unconscious in the ICU at a Baton Rouge, Louisiana, hospital. Lillie's challenges seemed insurmountable — caring for her daughters and rebuilding her life. "It was devastating," she says.

One of Lillie's managers at work gave her the phone number for the Hope Fund. It helped cover travel expenses for Courtney's visits to the neurologist and eased Lillie's overall financial burden. Today, Courtney is a 17-year-old high school honor roll student.

Lillie is so grateful for the help she received from her HCA Healthcare colleagues. "It's wonderful that people give so generously to the Hope Fund," she says. "Sometimes you think you don't have any answers to a problem, but the Hope Fund gives you hope — like the name says — that things are going to work out."



## Making an Impact With Your Donation

Whichever eligible organization you choose to donate to during this difficult time, HCA Healthcare will support your generosity! All benefits-eligible colleagues can double their impact in their community through charitable gift-matching and volunteer grants. If you'd like to donate to the Hope Fund, a local charity supporting pandemic relief or another organization, gifts starting at \$25 will be matched up to \$500 through our matching gift program. For more information about the Hope Fund, visit [HCAhopefund.com](https://HCAhopefund.com).

The hurricane/Hope Fund story of Lillie McClain and her three daughters (left) was first told in a 2005 issue of *HCA Healthcare Magazine*.





**Pictured, from top:**  
**Teresa Nguyen, RN**  
COVID Unit / 4 Center  
MountainView Hospital  
Las Vegas, Nev.

**Keshia Arigbe, BS,  
RRT, BSN, RN**  
Critical Care Unit  
TriStar Southern Hills  
Medical Center  
Nashville, Tenn.

**Andrew Howorth, RN**  
CVICU  
Coliseum Medical Centers  
Macon, Ga.



# A Very Special Year of the Nurse

The COVID-19 pandemic has redefined courage and commitment.

Truth be told, every year could be considered the International Year of the Nurse, as the World Health Organization designated 2020. These extraordinary individuals are vital frontline workers, displaying courage, caring and commitment to their patients every day throughout HCA Healthcare.

Nurses throughout our organization have consistently shown their resilience and willingness to go above and beyond for their patients and each other. Still, COVID-19 has presented some added challenges.

## The Pandemic's Impact on Mental Health

Recognizing the strain that colleagues have been dealing with since the onset of the pandemic, HCA Healthcare has strengthened efforts to provide support services. Nurse Care (800-480-1234), a free and confidential mental health service, is available 24/7 for hospital-based nurses. The program is designed to help nurses manage anxiety, balance life and work concerns and responsibilities, practice self-care, and handle common nursing-related issues.

Further, the organization is also promoting Psych Hub, a free COVID-19 mental health resource created by a national coalition, the Beacon Health Wellbeing Program. It provides a wide range of confidential counseling (in-person, by phone or via video) and support services, all designed to help colleagues with the emotional side of their work.



**Julie Eguino, RN**  
Medical Surgical Unit /  
6 Carroll  
Mercy Hospital  
Miami, Fla.

## HCA Healthcare Nursing by the Numbers

**98K**  
| nurses  
(as of Dec. 2019)

**500+**  
| offers accepted by new Galen  
graduates and alumni YTD  
(as of Sept. 2020)

**450+**  
| HCA Healthcare colleagues  
enrolled in Galen's direct-bill  
program YTD (as of Nov. 2020)



**Christine Seavey, RN**  
ER  
Citrus Memorial Hospital  
Inverness, Fla.



**Amy Doblado**  
**BSN, RN, CCRN**  
ICU  
Medical City Denton  
Denton, Texas

### A Vial of Compassion

Love also motivates Amy Doblado, BSN, RN, CCRN, who works in the ICU at Medical City Denton in Denton, Texas. She often memorializes patients who have passed away by creating a keepsake for their survivors. Amy prints out an EKG of the patient's heartbeat prior to their death and places it in a laboratory tube. Recently, Amy made three of these vials — she calls them “heartbeats in bottles” — to give to the three children of a young COVID-19 patient after he lost his three-week battle with the virus.

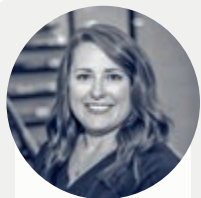
“These vials represent me as a nurse in several ways,” Amy says. “First is my empathy. I treat every patient I care for as if they were my own loved one and give them the kind of care I would expect my family to receive.

“Second is my love of the cardiovascular system,” she says. “Third is my servant heart. The little acts I can do to make others' days just a little better are reward enough. Every shift, I try to do at least one thing to improve someone's day.”

Nurses who usually work in nonclinical settings are also making the extra effort to help support facilities impacted by a surge in COVID-19 patients. Director of Nursing Advocacy and Leadership Jodi Thurman, MBA, BSN, RN, CEN, traveled to Lawnwood Regional Medical Center in Fort Pierce, Florida, during a pandemic surge in mid-July to assist Audrey Stabile, RN, Lawnwood's director of emergency services, who was new to the position.

“I took over as interim director for an additional week and a half so Audrey could take some much needed vacation time,” says Jodi. “She had a family member pass away during my first week with her, and she had been working 60-plus hours a week due to the high volume of COVID-19 patients.

“I worked as a director of emergency services for six years, so I was very comfortable and happy to be able to step into the role while she was away,” Jodi says. “Our company has the unique ability to pivot to the demands of our front lines.”



**Jodi Thurman**  
Director  
of Nursing  
Advocacy and  
Leadership

### Academic Advancement

Supporting academic achievement has always been a hallmark of HCA Healthcare. For nurses, that commitment was reinforced by the acquisition in early 2020 of Galen College of Nursing. Galen offers hands-on classes across five campuses — one each in Texas, Florida and Ohio, and two in Kentucky, as well as online programs.

Susie Ponder, RN, BSN, a 44-year-old married mother of two teenagers, embarked on a second medical career eight years after earning her associate's degree. In late June, she graduated magna cum laude from Galen with her bachelor of science degree.

“It was a personal goal,” Susie says. “I had taken my prerequisites for my bachelor's degree when I went to nursing school, but I just didn't pursue it until now.”

The Galen partnership allows HCA Healthcare to focus on its existing nurse workforce, promoting online RN-to-BSN programs, graduate-level nursing education and master's degrees in nursing education, and nursing and healthcare leadership.

“HCA Healthcare is committed to being the premier career destination for nurses,” says Jane Englebright, senior vice president and chief nurse executive. “Galen's graduates will help us nurture a pipeline of next-generation nurses and nurse leaders to deliver effective, evidence-based, innovative care to our patients.”



**Heather Stafford**  
As a young nurse  
(below); today  
(left) she's chief  
nursing officer at  
TriStar Summit  
Medical Center in  
Hermitage, Tenn.



### Opportunities for Nurses Abound

The past 16 years have been a professional whirlwind for Heather Stafford, MBA, BSN, RN, NE-BC. She joined HCA Healthcare in May 2004 as a nursing technician in the emergency department at TriStar Summit Medical Center near Nashville, Tennessee, after completing her clinical rotations in nursing school. This past August, she was promoted to chief nursing officer at the same facility.

The impressive trajectory of Heather's career reinforces not only the skills she brings to her work, but also the

opportunities HCA Healthcare offers our colleagues — actively assisting nurses in their current positions and also in achieving their professional goals.

Heather says the organization has supported her growth and development in many ways: as a new nurse and a new leader, “and also in my personal life through births and maternity leaves I took with my three children, and through tuition reimbursement for obtaining my master's degree — and now toward my doctorate.”

She says the benefits that come with her job “surpass anything another company could offer. I feel fortunate each day to be supported.”

Heather says she couldn't imagine working anywhere else.

# HCA Inspire

## Yes, we have an app for that

The request: an easier way to connect with one another while also having the tools and advice required for professional development in clinical or leadership disciplines. The response from HCA Healthcare: Can do.

Nurses can access those connections and tools in the palm of their hands with the new **HCA Inspire** app. In addition to providing quick access to their schedules, the app (available on both Apple and Android smartphones) offers nurses the chance to recognize excellence, chart professional growth, connect with a mentor and more. Inspire will have even more capabilities than those originally planned for nurses.





**A Conversation  
With Sherri Neal**  
Chief Diversity Officer  
HCA Healthcare  
Nashville, Tenn.

# Colleague Q&A: Many Voices, One Goal

## Championing a culture of inclusion

Since joining HCA Healthcare in 2006, Sherri Neal has helped promote our organization’s commitment to fostering a culture of inclusion. In her role as chief diversity officer, she is responsible for leading the design, development and implementation of equity, diversity, and inclusion strategy and programs.

This year has been challenging for everyone, as our communities deal with the impact of the COVID-19 pandemic. As events around the country have brought issues of racial equity and social justice to the forefront of conversations, we asked Sherri how HCA Healthcare is addressing these issues while reinforcing our organization’s commitment to ensuring equity from the inside out.

**Q:** What are some of the ways HCA Healthcare is actively embracing diversity and inclusion in light of recent events around racial justice?

**A:** Sherri: It is important to share that prior to recent events, we were actively working on our expanded and renewed focus on building our diversity, inclusion and equity strategy. However, recent events allowed us to strengthen our diversity and inclusion program by accelerating existing initiatives and launching new programs such as town halls and listening sessions. In July, we held a listening session with several of our Black senior leaders as a first step toward improving our culture and shaping solutions. We learned the importance of measuring and reporting diversity and inclusion data and working to ensure equity in opportunities for advancement. Other topics included creating educational opportunities for colleagues to help them understand their own biases and how to address them.

**Q:** The pandemic has also put the spotlight on our nation’s racial disparities in healthcare. How will you use this experience to improve equity of care?

**A:** The disproportionate impact that COVID-19 has on communities of color and vulnerable populations is well documented. From our perspective, the pandemic has only served to magnify what we already knew: that there are many factors contributing to disparities in healthcare, including COVID-19 outcomes. They include socioeconomics, racism, clinical health, and access to and quality of care. We’re using this time to look closely at our own patient data as it relates to COVID-19 to identify opportunities for improvement. We are also actively having some BRAVE Conversations featuring experts on this topic discussing ways we can create real change for our organization and the communities we serve. As the nation’s largest private provider of healthcare, we have a unique opportunity to shape the conversation with our data and insight.



**Theddy Blanc, DO**  
Emergency Medicine, PGY-2  
MountainView Hospital  
Las Vegas, Nev.

**Q:** Much focus has been on race lately, but diversity and inclusion expand in many other ways. How is your team working to include all HCA Healthcare colleagues?

**A:** Our new programs will reinforce our commitment to giving colleagues a voice and to fostering inclusion. Beginning in 2021, we will establish local colleague network chapters based on those now serving veterans, Black colleagues, women, young professionals, LGBTQ+, Hispanic/Latinx and Asian colleagues. The importance of fostering an inclusive culture will be featured in our annual code of conduct training in 2021. It will offer colleagues practical skills and resources to better support each other, our patients and the communities we serve.

**Q:** What do you enjoy most about your work?

**A:** I love that the work of our team touches the soul of our organization. It’s embedded in everything we do, positively affecting patient care, expanding potential business opportunities and driving an inclusive culture. I’m inspired by colleagues who are brave enough to share their concerns and ask questions about issues they don’t understand, and by those who are finding ways to lead their teams through these challenging times.

“I love that the work of our team touches the soul of our organization.”

— Sherri Neal

**Q:** What do you look forward to seeing happen with our diversity and inclusion programs in the future?

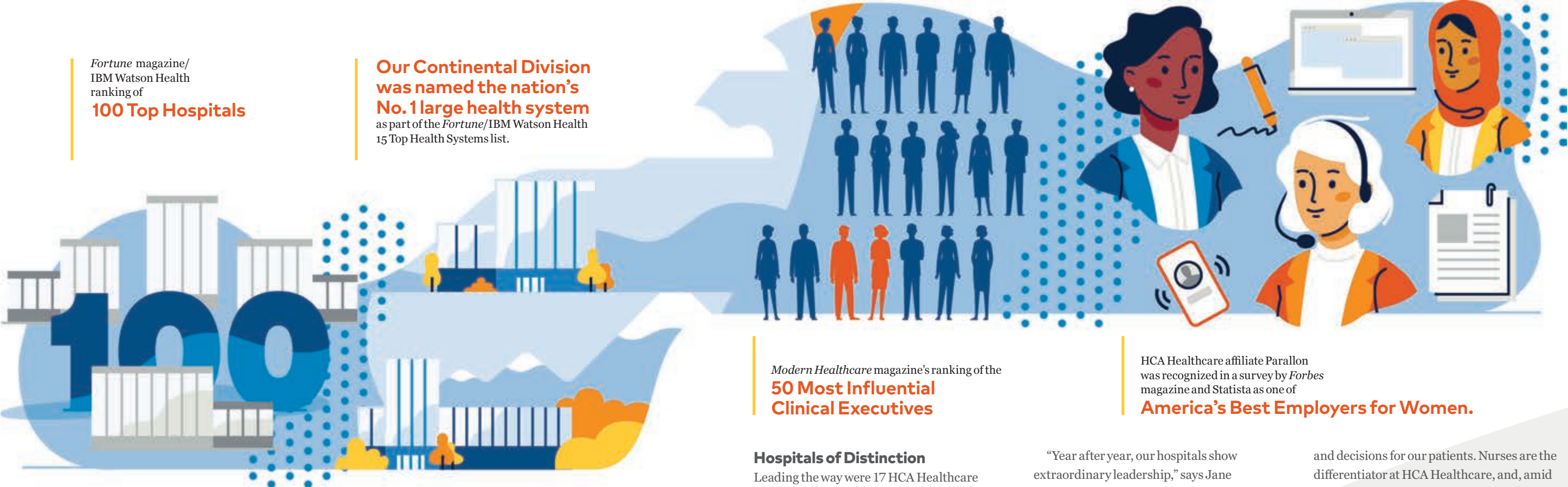
**A:** Our commitment is not passive — it’s active. We are challenged to make sure our efforts are more than just words on a page, but rather bold actions that will result in change. We are dedicated to ensuring equitable access to high-quality care for our patients, fostering a diverse and inclusive workplace for our colleagues, and cultivating and sustaining relationships with suppliers and community partners that broaden our reach in the communities we serve. By fully engaging colleagues from all backgrounds and perspectives, we will positively influence our working relationships and, ultimately, the patients we serve.



Fortune magazine/  
IBM Watson Health  
ranking of  
**100 Top Hospitals**

**Our Continental Division  
was named the nation's  
No. 1 large health system**  
as part of the Fortune/IBM Watson Health  
15 Top Health Systems list.

The many awards  
our HCA Healthcare  
facilities and colleagues  
received in 2020 reflect  
our dedication to  
providing compassionate  
care and exceptional  
service to every patient,  
every time.



Modern Healthcare magazine's ranking of the  
**50 Most Influential  
Clinical Executives**

HCA Healthcare affiliate Parallon  
was recognized in a survey by *Forbes*  
magazine and Statista as one of  
**America's Best Employers for Women.**

# Awards and Recognition

When colleagues and facilities shine, patients always benefit.

Great chefs always concentrate on the food first, not restaurant ratings. Top athletes? They focus on the game, not trophies. Similarly, in the healthcare profession, the primary objective is always patient care.

No one goes to work just to earn accolades. Awards are not a competition. They are a confirmation — recognition for a job well done. That's what makes them important.

“It’s a great honor for our top-performing hospitals to be acknowledged for their unyielding dedication to innovation and high-value, patient-centered care.”

— **Dr. Jonathan Perlin**  
Chief Medical Officer  
and President, Clinical  
Operations Group  
HCA Healthcare

## Hospitals of Distinction

Leading the way were 17 HCA Healthcare hospitals in eight states that earned spots on the *Fortune* magazine/IBM Watson Health ranking of 100 Top Hospitals. In addition, our Continental Division — which includes HealthONE, based in Denver, Colorado, and Wesley Healthcare, based in Wichita, Kansas — was named the nation's No. 1 large health system as part of the *Fortune*/IBM Watson 15 Top Health Systems list.

“It’s a great honor for our top-performing hospitals to be acknowledged for their unyielding dedication to innovation and high-value, patient-centered care,” says Dr. Jonathan Perlin, chief medical officer and president of the Clinical Operations Group, at HCA Healthcare. “The commitment of our clinicians, caregivers and all colleagues to drive best practices toward the delivery of safe, effective care has been amplified throughout the COVID-19 pandemic. We will continue to evolve to meet challenges and realize opportunities during this global crisis and beyond.”

Hospitals were selected from more than 3,100 short-term, acute care, nonfederal facilities. Compared with peer hospitals throughout the nation, the top 100 were determined to have better survival rates, fewer patient complications, shorter stays and lower inpatient expenses.

“Year after year, our hospitals show extraordinary leadership,” says Jane Englebright, senior vice president and chief nurse executive. “While this year has brought unique challenges, our care facilities have met [them] admirably and with great resilience, finding new ways to provide superb care and support our patients and communities during this pandemic. HCA Healthcare’s committed physicians, nurses and colleagues have stretched themselves not only to see the path forward, but also to create the path forward.”

## Executive Efforts

Coincidentally, both Dr. Englebright and Dr. Perlin received special recognition, being named to *Modern Healthcare* magazine’s ranking of the 50 Most Influential Clinical Executives. For Dr. Perlin, it’s the 11th straight year he’s been selected, and Dr. Englebright was named for the second year in a row.

Dr. Perlin calls the accolade “a tribute to all HCA Healthcare clinicians who have learned at speed and at scale, and contributed to the care of our nation during such a critical time.”

Dr. Englebright calls it “a privilege to lead HCA Healthcare’s nursing agenda, as nurses are at the forefront of our commitment to the care and improvement of human life. This designation would not be possible without the remarkable nurses who influence strategies

and decisions for our patients. Nurses are the differentiator at HCA Healthcare, and, amid the pandemic, their professionalism and compassion have taken center stage and proven this on a global scale.”

## In Support of Women

HCA Healthcare affiliate Parallon — a provider of revenue cycle management services — was recognized in a survey by *Forbes* and Statista as one of America’s Best Employers for Women. “Parallon is committed to ensuring equal access to opportunities and providing a diverse and inclusive workplace,” says President and CEO Eric Ward. “We’re proud that women make up such a large percentage of our Parallon family.”

The annual ranking surveys 75,000 Americans, including 45,000 women, working for businesses with more than 1,000 employees. Participants are asked about workplace culture, opportunities for career development, wages, diversity and other aspects.

“I started my career with HCA Healthcare/Parallon as an administrative assistant in 1997,” says Shana Barry, a regional vice president in human resources for Parallon. “I am so proud to now



**Shana Barry**  
Regional Vice  
President  
of Human  
Resources





The Joint Commission and National Quality Forum honored the enterprise with the prestigious **John M. Eisenberg Patient Safety and Quality Award.**

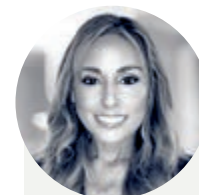
All colleagues can take pride in the 60 national **Practice Greenhealth awards** for efforts in sustainability and environmental practices.

The *Military Times* included HCA Healthcare in its **Best for Vets: Employers** rankings.

Forty-two of our care facilities were recognized with **2020 annual performance achievement awards** from **Press Ganey.**

lead alongside many of those colleagues I supported in that capacity and to [work] for a company that truly values exceptional women in the workforce.”

“It is in this diversity that we are able to achieve excellence in all aspects of what we do,” says Leticia Villalobos, a regional vice president of Medicaid Eligibility and Advocacy. “Innovation through collaboration has made us a valued partner to our patients and clients.”



**Leticia Villalobos**  
Regional Vice President of Medicaid Eligibility and Advocacy

### Patient Care

Two of the nation’s leading organizations recognizing healthcare achievements honored the enterprise with the John M. Eisenberg Patient Safety and Quality Award. The Joint Commission and the National Quality Forum praised HCA Healthcare for its pioneering work in helping reduce deaths from sepsis, a potentially deadly condition.

The technology — SPOT (Sepsis Prediction and Optimization of Therapy) — monitors vital signs, lab results, nursing reports and other data to detect changes in a patient’s condition. Clinicians are alerted to symptoms as much as six hours earlier than previously possible. Each year, sepsis claims 270,000 lives in the U.S. In 2019, SPOT saved the lives of more than 8,000 HCA Healthcare patients.

### Sustainability and the Environment

All colleagues can take pride in the 60 national Practice Greenhealth (PGH) awards presented to 59 facilities for their sustainability efforts in Partner for Change, Partner Recognition and Making Medicine Mercury Free, all national categories.

Facility Manager and Safety Officer Roland Fornoff helped Sunrise Hospital and Medical Center in Las Vegas, Nevada, gain recognition with a PGH Environmental Excellence Award. “Your innovation, initiative, leadership and hard work have earned this year’s Making Medicine Mercury Free Award,” said an

email he received from PGH.

Anna Ward, HCA Healthcare’s director of sustainability, says the recognition underscores “our unwavering dedication to exemplary environmental practices.”

Other environmental efforts are more tangible. In 2019, HCA Healthcare recycled 129 million pounds of construction waste and more than 31 million pounds of cardboard, paper, aluminum, wood and rechargeable batteries.

### Veterans

*Military Times* put us on its “Best for Vets” (Employers) rankings based on military-focused employment programs, benefits and support efforts. Since 2012, HCA Healthcare has hired nearly 40,000 veterans, active-duty personnel and military spouses.

“HCA Healthcare has a strong and



**Roland Fornoff**  
Facility Manager and Safety Officer

long-standing connection to the U.S. armed forces, military veterans, and their families,” says CEO Sam Hazen. “We’re honored to be recognized for our commitment to supporting them, and we are immensely thankful to those who have chosen to serve our country and who now serve our patients in communities across the nation.”

The rankings are based on company policies and practices related to veteran recruitment and retention, support for transition of military skills to civilian credentials, support for military spouse employment, and accommodations for members of the National Guard and reserves.



**Ajuwan Cunningham**  
Security Controls Engineer II

“HCA Healthcare has been very supportive of me as an Air Force veteran,” says Ajuwan Cunningham, security controls engineer II, Information Protection and Security, Nashville, Tennessee. “HR and

my colleagues made the transition from a military-oriented culture seamless, which can be very challenging for many veterans.”

### Star Facilities

Forty-two of our care facilities were recognized with 2020 annual performance achievement awards from Press Ganey, a company that develops and distributes patient-satisfaction surveys. The awards honor top-performing healthcare organizations whose commitment to reliably safe, compassionate, high-quality care has measurably advanced healthcare.

Thirty-six HCA Healthcare facilities are being recognized as Guardian of Excellence Award winners — those that reached the 95th percentile for each reporting period during the award year. Six HCA Healthcare facilities are Pinnacle of Excellence Award winners for maintaining consistently high levels of performance for three years.

## Remembering Dr. Fred Mullins

Dr. Robert Fredrick “Fred” Mullins passed away in June at the age of 54. As the medical director of the Joseph M. Still Burn Center at Doctors Hospital of Augusta in Augusta, Georgia, and president of the Burn and Reconstructive Centers of America (BRCA), Dr. Mullins has been described as committed, caring and compassionate by the many lives he touched as a trusted caregiver and colleague.

**Learn more about Dr. Fred Mullins and the legacy he left behind inside our digital version of the HCA Healthcare Magazine available at [Magazine.HCAhealthcare.com](https://www.hcahealthcare.com/magazine).**





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