



AWARDS OF DISTINCTION

Page 8



Message From the CEO



HCA Healthcare colleagues,

Throughout nearly two years of unpredictable circumstances, nothing has been more inspiring than you and your dedication to our mission. You never cease to show up for your patients and for each other. We have seen this throughout the COVID-19 pandemic, during this year's flooding in both Tennessee and North Carolina, and most recently, in response to Hurricane Ida (page 4.).

While we have been able to make financial contributions and ensure resources are made available, it is the teamwork of our colleagues on the ground every day that truly makes the difference. I want to thank each of you for selflessly staying the course. Your relentless good work is the ultimate example of transforming more lives in more ways.

At HCA Healthcare, every decision we make is ultimately in service to our patients. The fall 2021 issue of *HCA Healthcare Magazine* highlights our dedication to not only care for, but improve human life. By addressing the needs of our caregivers (page 10) and further developing their expertise (page 6), we are creating a strong foundation that allows us to broaden our capabilities and extend our reach (page 12).

We also have the honor of featuring the 2021 HCA Healthcare Awards of Distinction (page 8). These are the highest honors we bestow on our colleagues, volunteers, and physicians, and we celebrate the contributions made by this year's nominees and recipients.

It gives me great pride to see our organization continue to come together for the good of our patients and communities, across the United States and the U.K. We remain dedicated to showing up for those who need us most. I am grateful to you all for bringing our mission to life, wherever you call home.

Sincerely,

Sam Hazen CEO, HCA Healthcare

On the Covers

Front cover — HCA Healthcare
Awards of Distinction recipients
and finalists for 2021. Top row, from
left: Serah Gertruida Corné Hurter,
Dan Wilden, Rachel Marcellus,
Denise Widzgowski, Henok Getahun
and Cliff Cuff. Middle row, from left:
Beth Onnen, Jamie Jensen, Gonzalo
Del Castillo, Robin Yoder, Canaan
Stage and Lisa Clark. Bottom row,
from left: Antoinne Able, Kellie
Beasley, Lewis Franzen, Tami Speed,
Anne Kettler and Tom Kettler, and
Lynette Walker.

Back cover — RN colleagues at
Medical City Arlington, North Texas
Division, from left: Jordan Lehrer,
Angela Swan and Anna Kautz.

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Feeling the Force

When a hurricane strikes, HCA Healthcare is prepared with a powerful response in the communities we serve. **10**

Better Connected

Compelling innovations reflect our dedication to meeting the needs of patients by addressing the needs of caregivers.

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Expertise at Work

Our medical professionals bring an unmatched depth of knowledge to improve clinical capabilities, best practices and patient outcomes.

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Extending Our Reach

HCA Healthcare continues to bring transformative care to more people in more ways.

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Awards of Distinction

We celebrate humanitarians, innovators and excellence in nursing with the 2021 Awards of Distinction. 14

Colleague Q&A: Old School, New Thinking

Read our conversation with one of HCA Healthcare's most iconic figures, Karl VanDevender, M.D.



Visit Magazine.HCAhealthcare.com for more stories about our incredible colleagues.

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Ten days after Hurricane Ida made landfall in Louisiana, HCA Healthcare colleagues gather at Tulane Medical Center to reflect on care offered to patients — and each other — amid the storm.

Feeling the Force

When a hurricane strikes, HCA Healthcare is prepared with a powerful response in the communities we serve.



Tammy Jackson Nutrition Services Tulane Medical Center New Orleans, La.

Hurricane Ida left its deadly and destructive mark from the Gulf Coast to New England in late August and early September, claiming more than 100 lives and causing damage in excess of \$50 billion. Louisiana played an all too familiar role, absorbing a direct hit.

Despite power outages, flooding and limited access to supplies, all three HCA Healthcare hospitals in the New Orleans area — Tulane Medical Center, Tulane Lakeside Hospital and Lakeview Regional Medical Center — remained open. In Alexandria, Louisiana, HCA Healthcare affiliate Rapides Regional Medical Center also stayed open and received evacuees from the southern part of the state.

All of Jefferson Parish lost water pressure, including Tulane Lakeside Hospital where — as a precaution and to ensure continuity of care — our Enterprise Emergency Operations Center

To provide care for other people, you have to be in a good place mentally. Being able to do what I do without having to worry about personal issues is phenomenal.

 Nurse Deon Guidroz of Tulane Medical Center, whose Thibodaux, La., home sustained major storm damage

(see facing page) worked to safely transfer patients and colleagues to sister hospitals and other facilities in the region.

For some area residents, missing work, even during a hurricane, wasn't an option when there were colleagues and patients to care for.

"I came in early on Saturday since I didn't know what the weather would be like on Sunday [when Ida was to make landfall]," says Tammy Jackson, who works on the serving line in Nutrition Services at Tulane Medical Center. "Even when the lights went out, we kept serving"

Tammy — who was severely impacted by Hurricane Katrina in 2005 — can empathize with those who lost their homes. "My heart is so heavy for them," she says. "I know what it's like." But, she adds, "Material stuff is material stuff; life is more important."







From left: Access to fuel, a colleague commissary, and laundry services were just a few of the resources made available to those in need in the wake of the hurricane.

A "Transformative" Experience

Mel Lagarde knows all too well Louisiana's unfortunate history involving hurricanes.

"Many events in [the state] — notably
Hurricane Katrina and my experiences
with the Tulane Health System through
that storm and recovery — have helped
shape who I am as a healthcare leader
and a person," says Mel, president of the
MidAmerica Division of HCA Healthcare.

"Hurricane Ida was every bit as defining an event for me. I had the privilege of working and living alongside our incredible teams [at area HCA Healthcare facilities], and the experience was nothing short of transformative."

Mel says he saw caregivers and support staff working and living in our facilities for days on end to care for patients, often without knowing the condition of their own homes or the evacuation destination of their families. He saw colleagues and partners marshal incredible resources in mere hours to safely transfer patients — including babies — to sister facilities as the damage to the region's infrastructure became clear.

Ida quickly gained notoriety as a threat, but she brought out the best in humanity, as disasters often do. People from throughout the division and HCA Healthcare took action, first contacting all colleagues to ensure their safety and determine any urgent needs they may have. Hotels were secured (and generators provided to run them) for colleagues without power, and in some cases for those who no longer had homes at all.

While the hardest hit areas of Louisiana continue to clean up and slowly return to something approaching normal, the work is far from over. Hundreds of our colleagues

still face challenges repairing their homes and putting their lives back together. We continue to care for many patients who will likely face more health issues caused by the storm and its devastation.

"But, as we have so many times, we will rise to this and any other challenge before us," says Mel. "We have the support — of our organization and of each other — to make anything possible."

The Role of the EEOC

It's times like these — whether it's a natural disaster or some other public safety emergency — that underscore the key role of HCA Healthcare's Enterprise Emergency Operations Center in Nashville, where a team of nearly 200 was activated ahead of Hurricane Ida to monitor all areas of potential impact.

The safety of our colleagues, their families and our patients is always the chief concern. In response to Ida, HCA Healthcare coordinated sending resources such as fuel trucks, water tanker trucks, bottled water, temporary staffing and remediation teams to support our affected facilities and colleagues.

Since Hurricane Katrina, much has changed within technology and our ability to prepare, respond and sustain healthcare services impacted by devastation.

"I'm beyond proud of the commitment made by HCA Healthcare to ensure our ability to care for our patients, our staff and our communities," says Mike Wargo, vice president and chief of enterprise emergency operations. "I'm especially thankful to my team, and all those who dedicate countless hours to making this commitment real."

Jake Marshall, senior director of enterprise preparedness and emergency

operations, is part of a team of both corporate colleagues and experts from across our nearly 200 hospitals and more than 2,000 sites of care that focuses on emergency preparedness and disaster response.

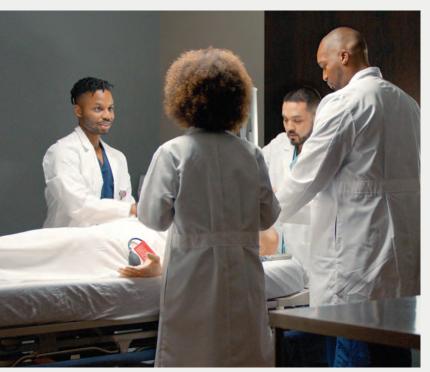
According to Jake, HCA Healthcare learns from every operation, whatever it may involve. "One hospital may have a good idea due to a unique circumstance," he says. "That wealth of knowledge helps future responses."

HCA & Healthcare HOPE FUND

Giving Hope—by Giving

HCA Healthcare has thousands of colleagues working and living in the areas affected by Hurricane Ida, and many still need support and assistance. The HCA Healthcare Hope Fund, a 501(c)3 charity, provides emergency and longer-term recovery funding to our colleagues when major hardships arise due to a range of events including natural disasters. Anyone can make a tax-deductible donation to the Hope Fund; 100% of each gift goes directly to colleagues in need. To learn more and to donate online, visit hcahopefund.com/ donate/. (As of Sept. 20, 2021, in the aftermath of Hurricane Ida, more than 1,000 HCA Healthcare colleagues had received emergency assistance funds totaling more than \$950,000.)

Fall 2021



State-of-the-art simulation centers provide unparalleled learning opportunities across HCA Healthcare's 10 Center for Clinical Advancement locations.

Expertise at Work

Our clinical professionals bring an unmatched depth of knowledge to improve capabilities, best practices and patient outcomes.

HCA Healthcare maintains an unparalleled commitment to the development of our leaders — current and future. Here's a look at the various ways HCA Healthcare prepares its physicians, nurses and other health professionals who contribute to patient care.

HCA Healthcare Center for Clinical Advancement

About the program

Ten locations across the enterprise offer nurse residency and colleague continuing education programs, colleague orientation, and additional HCA Healthcare events and meetings.

In 2017, Justin Laferty, corporate director, Simulation and Technology for the HCA Healthcare Center for Clinical Advancement, led the construction of the first large-scale simulation and education center in Nashville, Tennessee. A few years later, that model was reviewed and improved upon for the construction of future centers.

Nurse residencies

Newly licensed nurses participate in a program that includes classroom didactic work, e-learning activities, hands-on skills training and immersive training simulations with multiple teams. Nurse residents divide their time between virtual and in-person classrooms, hospitals and clinical environments.

2,265

64,126

hours

65,649

Residency/Star RN

Misc. class

157,710

Grand total simulation site hours

10

HCA Healthcare Center for Clinical Advancement locations across four divisions: TriStar, Continental, North Texas and West Florida

What's next:

- Accreditation through the Society for Simulation in Healthcare (SSH)
- Opening by year's end: a simulation space to co-locate with Galen College of Nursing
- · Additional HCA Healthcare Center for Clinical Advancement locations in the Mid-America and Far West divisions and elsewhere

Physicians Leadership Academy

About the program

The Physicians Leadership Academy (PLA) is a yearlong training program for facility chief medical officers and assistant chief medical officers who are transitioning into executive roles. Participants gain essential leadership skills and improve their ability to drive the clinical agenda and boost performance excellence. Between 40 and 70 participants at a time, from across the enterprise, can take part in the training, allowing opportunities for networking with other HCA Healthcare executives.

Participants also complete a capstone project that's presented at the end of the program. Of these capstone projects, a handful are selected for presentation to executive leadership.

One example of how these projects make an indelible difference is that of Sean Benoit, M.D. The breakthrough initiative from Dr. Benoit involves enhanced surgical recovery to minimize opioid use in patients after cardiovascular surgery.

The multistep process involves using nonnarcotic medications, removing patients from ventilators sooner, mobilizing them and stabilizing their blood sugar levels. This required a surgeon's buy-in through supporting data and collaboration between care teams.



Those things really show that it is the right thing to do. I'm so very proud

of that. It was a great way for me to see that HCA Healthcare is interested in helping us choose a capstone that would help the organization improve.

> — Sean Benoit, M.D. PLA alumnus, 2019: Chief Medical Officer North Florida Regional Medical Center Gainesville, Fla.



Colleagues like Margo Kaller, M.D. (left) benefit from the mentorship made available throughout HCA Healthcare's GME programs.

Graduate Medical Education (GME)

What is GME?

GME is a period of clinical training in which physicians are licensed but practice under supervision while completing their specialty training. This leads to earning board eligibility in their area of specialty. Physicians in GME are sponsored by either medical schools or teaching hospitals.

300+ Residency and fellowship programs 5,100+

61

Teaching

hospitals

162

specialties

16

States

See a snapshot of HCA Healthcare's GME presence below:

- More doctors in hospitals: "Teaching hospitals tend to have an elevating influence on the quality of healthcare," says Bruce Deighton, vice president, Graduate Medical Education, HCA Healthcare. In most cases, doctors are available in teaching hospitals around the clock, every day, all year, he says. A nonteaching hospital typically does not have that kind of physician staff.
- A higher bar: Because of accreditation requirements, faculty, residents and fellows in GME programs conduct clinical academic research and publish findings in medical journals.
- Teaching opportunities: GME is especially appealing to physicians who enjoy teaching and training colleagues — who may practice with them at some point — but prefer not to be in a university setting.

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HCA Healthcare® **Awards of Distinction**

When Passion **Meets Purpose**

We celebrate humanitarians, innovators and excellence in nursing.

Throughout the pandemic, we have remained committed to ensuring that our patients received the highest quality of care, while at the same time safeguarding all of our more than 275,000 colleagues.

In short: We have never wavered from our HCA Healthcare mission — the foundation of all that we do.

Like so many other things that have been done differently in the past 18 months or so, we gathered virtually instead of in-person for the 48th annual HCA Healthcare Awards of Distinction ceremony. But we were no less proud to recognize our remarkable finalists and recipients. The awards are the organization's highest honors, spotlighting some of our finest

colleagues, physicians and volunteers who, together, bring our mission and values to life every day.

"Our Awards of Distinction recipients represent what HCA Healthcare stands for: compassionate, quality patient care; innovative, forward-thinking ideas; and, above all, the care and improvement of human life," says CEO Sam Hazen. "These are truly remarkable individuals, all with a passion for living our mission through their work."

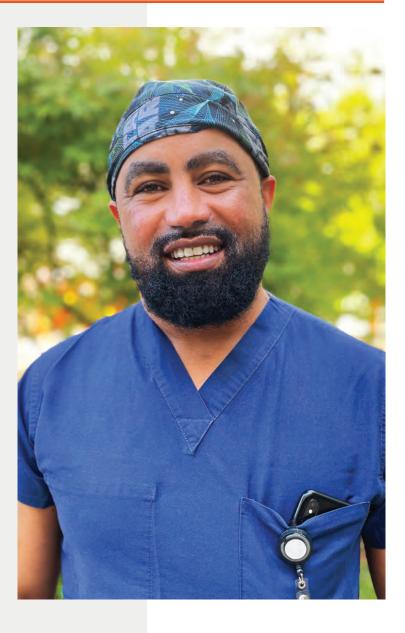
Here's a snapshot of this year's award recipients as well as the finalists in each category.

HCA Healthcare® **Awards of Distinction**

9th ANNUAL HCA **INNOVATORS AWARD**

Recognizing creative new ideas for enhancing the quality of care and efficiency





Innovators Award Recipient

Henok Getahun

Manager, Central Equipment Distribution Good Samaritan Hospital San Jose, Calif.

Henok began as a housekeeper in 2010, quickly becoming a key member of several teams, including Sterile Processing, Respiratory and Central Equipment Distribution. His smile and positive demeanor have made him one of the hospital's most recognized colleagues.

An innovator by nature, Henok has helped further the hospital's culture of excellence.

He is honored for developing several

- A process that sends bed rentals through Central Equipment Distribution, resulting in significant cost savings
- The Cart Exchange Program, which combines the inventories of the crash, chest tube, urology and pacemaker carts
- Using iMobile technology to make more

efficient use of VIP Service translation carts. respiratory equipment and powered air-purifying respirator (PAPR) equipment • A new process to clean IV pumps, plus other critical patient-care equipment,

Henok's desire to improve processes is an inspiration across the organization.

and efficiently transport them to the

nursing units

HCA Healthcare® **Awards of Distinction**

6th ANNUAL HCA **EXCELLENCE IN NURSING AWARD**

Recognizing extraordinary accomplishments in the field of nursing care and efficiency



Excellence in Nursing Award Recipient Professional Mentoring Category

Rachel Marcellus

Presbyterian/St. Luke's Medical Center Rocky Mountain Hospital for Children - HealthONE Denver, Colo.

Rachel eagerly mentors new ICU nurses and works to improve the quality of care that ICU nurses provide by expanding the unit's depth of knowledge and skill. She created the New Stages concept, which has helped new hires care for patients in critical condition while being paired with a preceptor based on learning styles.

Rachel also created the Rare Patient Condition Box, which documents conditions outside the typical day-to-day ICU care. It serves as a reference resource for nurses when new cases present. Documenting such cases helps the department develop new skills and knowledge with regard to critical cases.

Rachel also likes to tap into creative forces; she launched the Diary Project for patients' families and friends to help them overcome the emotional and mental challenges of post-ICU syndrome.

The Excellence in Nursing **Award**

HCA Healthcare® **Awards of Distinction**

6th ANNUAL HCA **EXCELLENCE IN NURSING AWARD**

Recognizing extraordinary accomplishments in the field of nursing care and efficiency

Excellence in Nursing Award Recipient

Compassionate Care Category

Beth

Onnen

Clinical Nurse Coordinator

Beth's high standards of excellence are

reflected in the care she offers patients and

the positive impact she has on colleagues.

She has used her personal time to come

to the hospital before and after her shifts,

dispensing joy, comfort and support to

patients and their families.

Wesley Medical Center

Wichita, Kan.



In 2019, she received the DAISY Award

in recognition of the indelible impact she

birth of a child only to learn a short time

made on a family as they welcomed the

later of the mother's cancer diagnosis,

which led to her passing. Beth went the

extra mile to support this grieving family

She exemplifies Wesley Medical Center's standards of integrity, compassion, respect and excellence.

The Excellence in Nursing **Award**



Frist Humanitarian Award Recipient **Employee Category**

HCA Healthcare®

48th ANNUAL FRIST

Recognizing the highest

HUMANITARIAN AWARD

achievements in serving others

Awards of Distinction

Robin Yoder

Oncology Social Worker Sarah Cannon Cancer Institute at Johnston-Willis Hospital Richmond, Va.

Robin has worked for more than three decades caring for others; it's not only what she does, but also who she is: an advocate, champion, mentor, friend, triathlete, twotime cancer survivor and amputee who has impacted countless lives in central Virginia and around the world.

to Ashgabat, Turkmenistan, where she

assisted in developing adaptive sports programs for the amputee community. She's an active board member for Mission Gait and developed a program called Discover Your Possible, which helps amputees improve their capabilities and confidence. Robin helped launch the Greater Richmond In 2019, she was part of the U.S. delegation Amputee Support Group and led her breast cancer support group to compete in the





Richmond Triathlon to raise money for Sportable, an organization that supports those with disabilities through sports opportunities. She also has led fundraising efforts in support of the American Cancer Society and the Leukemia & Lymphoma Society.

Innovators Award Finalist

Alaska Regional Hospital Anchorage, Alaska

Among other new ideas, Tami helped deploy a pain management pilot for ortho joint patients, resulting in a 50% reduction in narcotic doses.

Frist Humanitarian Award Finalist **Employee Category**



Nurse Technician Kendall Regional Medical Center ∕liami, Fla.

Gonzalo works tirelessly to identify ways to help others, including organizing numerous health events to support underserved people.

Frist Humanitarian Award Finalist Physician Category



rah Gertruida rné Hurter, M.D. sident Medical Officer The Portland Hospital ondon, England

Dr. Hurter has co-authored and illustrated several children's books. All proceeds aid children with fetal alcohol syndrome in rural

Excellence in Nursing Award Finalist Professional Mentorship Category



he Wellington Hospital ondon, England

Lynette has spent 20 years at the hospital, mentoring, teaching and developing fellow nurses.

Innovators Award Finalist



Dan Wilden MBA, BSN, RN, CLSSBB AVP, Business Intelligence St. David's Medical Center Austin, Texas

Dan has taken the lead in assorted process improvement initiatives that have led to enhanced patient treatment.

Frist Humanitarian Award Finalist Volunteer Category



lended Heart Volunteer JFK Medical Center Miami, Fla.

A heart transplant survivor, Denise is passionate about supporting cardiac patients, their families and surrounding communities.

Frist Humanitarian Award Finalist Physician Category



TriStar Southern Hills Medical Center Nashville, Tenn.

Since 2016, Dr. Able has participated in medical missions to Belize, providing education and medical services.

Excellence in Nursing Award Finalist Compassionate Care Category



Jamie Jensen, RN Eastern Idaho Regional Medical Center Idaho Falls, Idaho

Jamie always finds time to help others. She provides meals for elderly neighbors and mentors local nursing students.

Frist Humanitarian Award Finalist Employee Category



Fall 2021

Lisa has created several initiatives, including the Autistic Link Program. She also works to help homeless people in her community.

Frist Humanitarian Award Finalist Volunteer Category



ewisGale Medical Center Salem, Va.

Inspired by an unwavering desire to help, Cliff has logged more than 1,500 volunteer hours over 3 ½ years.

Excellence in Nursing Award Finalist Professional Mentorship Category



Kellie Beasley Clinical Nurse Coordinator TriStar Centennial Medical Center Nashville, Tenn.

Mentoring has never had a stronger advocate. Kellie was instrumental in developing the facility's mentorship program for nurse residents.

Excellence in Nursing Award Finalist Compassionate Care Category



NICU Director Henrico Doctors' Hospital Richmond, Va.

Canaan works hard so that every parent also feels supported. He is especially empathetic with mothers affected by substance abuse.

HCA Healthcare® **Awards of Distinction**

48th ANNUAL FRIST **HUMANITARIAN AWARD**

Recognizing the highest achievements in serving others

Frist Humanitarian Award Recipient Volunteer Category

Lewis Franzen

Greeter and Wayfinder Centennial Hospital A Campus of The Medical Center of Aurora Aurora, Colo.

Lewis has been with HCA Healthcare for 15 years and has been a volunteer at Centennial Medical Plaza for the past six years. With a remarkable record of more than 7,000 hours of volunteer service on behalf of the hospital, Lewis has positively impacted thousands of patients and families.

He was born with spina bifida and has used a wheelchair for most of his life, but Lewis is there for his patients and colleagues, every time. He not only guides patients to where they need to go, but he also talks with them and engages them beyond what is expected. In addition to the

many hours volunteering at Centennial Medical Plaza, Lewis volunteers at his church and the Food Bank of the Rockies.



Humanitarian

Award

Frist Humanitarian Award Recipients Physician Category

HCA Healthcare®

48th ANNUAL FRIST

Recognizing the highest

HUMANITARIAN AWARD

achievements in serving others

Awards of Distinction

Anne Kettler

College Park Family Care Center Overland Park Regional Medical Center Affiliate Overland Park, Kan.

Tom Kettler

College Park Family Care Center Overland Park Regional Medical Center Affiliate Overland Park, Kan.

For more than three decades. Anne and Tom Kettler's philanthropic efforts have benefited College Park Family Care Center, a Stanley, Kansas, affiliate of Overland Park Regional Medical Center. This husband and wife have helped provide equitable healthcare to thousands of uninsured and underprivileged people throughout the Kansas City area by operating the

Hope Family Center. They have tirelessly delivered compassionate, high-quality care to thousands of people who otherwise may have gone untreated.

Both have made multiple medical mission trips abroad, including to Africa, and have encouraged many others to get involved in local and international missions over the past 30 years. Tom was a leader at

College Park Family Care Center when the facility's leadership began a missions fund; it provides financial resources to support College Park and HCA Healthcare colleagues wanting to participate in international and local medical missions.

The Frist **Humanitarian Award**



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HCA Inspire app keeps colleagues in touch when and where it's most convenient for them.

Better Connected

Our dedication to each patient starts with listening to those who care for them.

Both the HCA Inspire app and our Coding for Caregivers event are examples of creative solutions that ultimately improve patient care.

"Nurses want more time by the bedside, more application of their expertise, and increased interaction with patients and their families,"

says Nicole Tremblett, HCA Healthcare's vice president of the Information Technology Group (ITG). "They need technology designed especially for them."

It's this technology that empowers our colleagues to change more lives in more ways.

An App That Inspires

Nicole Hargrove, BSN, RN, NE-BC, recalls how challenging the past 18-plus months have been. She and other nurses needed a helping hand, a guide — and they got one with HCA Inspire.

"The app has been instrumental in discovering possibilities," says Hargrove, nurse manager for a cardiovascular medical surgical nursing unit at Grand Strand Medical Center in Myrtle Beach, South Carolina. "It's easy to use and offers a variety of information for the user."

Available for smartphones as a free download from Google Play and Apple's App Store, it features a unique user experience for nurses and non-nurses. Though the multifunctional app was introduced before COVID-19 struck, the timing of its release gave nurses more tools to help them cope with the added stress of the pandemic.

"It really focused on the need to support and recognize the staff," says Annabaker Garber, Ph.D., RN, chief nursing informatics officer for HCA Healthcare. That focus translated into action. "The app has bolstered the sense of community within the hospital, fostering an environment where nurses feel supported, which translates into improved patient care."

"The HCA Inspire App was initially created and marketed as a nursing app — 'Created by nurses, for nurses' — to help connect, grow, develop and recognize each other," says Dr. Zach Mueller, DNP, RN, NEA-BC, division chief nursing executive at Medical City Healthcare in Dallas, Texas. "Since its launch, we learned that there was a significant need for all staff to use

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The HCA Inspire app has bolstered the sense of community within the hospital, fostering an environment where nurses feel supported, which translates into improved patient care.

Annabaker Garber, Ph.D., RN
 Chief Nursing Informatics Officer
 HCA Healthcare

HCA Inspire. It's available when they're at home and off the HCA Healthcare network, which makes it convenient and easy to use." Later this year, HCA Inspire will be expanded for use by all colleagues, both clinical and nonclinical staff.

Conceived with several key components, the app supports the posting of photos, videos and messages — allowing nurses to upload their certifications, explore career pathways and locate mentors. The most popular feature, MyScheduler, was added during the pandemic to allow nurses to view their work schedules, find open shifts and request time off.

"The app was designed to help nurse leaders engage staff with a social media experience as well as support recognition of staff by leaders and other staff members," says Annabaker.

"It's also a way to communicate to all RNs on the unit or throughout the hospital."

"Keeping our staff engaged and informed leads to better outcomes at the bedside," says Dr. Mueller. "Having clinicians who are happy in their workplace leads to a better quality of care for our patients." 66

It showcased the best of what we have to offer: creative solutions employed by the greatest minds in healthcare information technology to assist one of the most important roles in any patient experience.

Nicole Tremblett
 HCA Healthcare
 Vice President
 Information Technology Group





For more information and to download the app, visit

HCAHealthcare.com/nurses/HCA-Inspire.

Coding for Success

Technology was also the central theme of the three-day Coding for Caregivers "hackathon" this past spring. More than 5,000 ideas were submitted by HCA Healthcare nurses, and 29 teams composed of nearly 600 participants — clinical representatives, developers, project managers and quality analysts — gathered to find solutions that would improve patient care efficiencies for nurses across the organization.

"This event was the brainchild of our Information Technology Group; some of our partners couldn't resist participating!" says Tremblett, adding that the event's greatest benefit was "removing the day-to-day frustrations of our clinicians through innovative technology solutions." The collaboration produced a "top eight" list of projects that HCA Healthcare has committed to supporting:

- Collaborating with healthcare tech support provider CereCore
- Launching Your Cause from the HCA Inspire app
- Improving organizational information protection and security through active directory lockout and password resets
- Developing a nurse-friendly view of the OR schedule
- Improving access to
 My Patient Feed, which keeps
 family and friends informed while
 a loved one is hospitalized
- Projects (to be determined) for three regions: North Carolina, Florida and Texas

"Holding this event produced an actionable list of ideas to help our nurses every day," says Tremblett. "Our intent is to address as many of the solutions as we can by incorporating them into existing or new project work. There's more to come."

The 2021 event exceeded expectations for HCA Healthcare's first attempt at a hackathon of this magnitude. "It showcased the best of what we have to offer: creative solutions

employed by the greatest minds in healthcare information technology to assist one of the most important roles in any patient experience." The plan is to go even bigger next year.

According to Dr. Jane Englebright, chief nurse executive, and Marty Paslick, chief information officer, HCA Healthcare is uniquely positioned to find solutions through events like Coding for Caregivers.

"We have the resident expertise required to identify the best opportunities and to deliver the associated improvements for nurses and other care team members," says Jane.

"Our skills may vary, but our compassion and devotion to the mission of caring for and improving human life is something that unites all 275,000-plus colleagues."

Working in unison, the HCA Inspire app and Coding for Caregivers have empowered HCA Healthcare's nursing staff and technology experts, providing a blueprint for advances benefiting even more colleagues — and, ultimately, more patients.



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In 2020, HCA Healthcare welcomed Galen College of Nursing students to our healthcare family.

Extending Our Reach

Bringing transformative healthcare to more people in more ways

When it comes to transformative healthcare, reach matters. HCA Healthcare knows reach, with some 2,000 sites of care and more than 32 million patient encounters annually.

Recent events highlight our promise to extend exceptional care: We welcomed Brookdale Health Care Services, Galen College of Nursing and Meadows Health to the HCA Healthcare family. Additionally, discussions with cardiology, oncology and telehealth are aimed at improving these service lines in the home and at assisting in the management of patients with chronic diseases.

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HCA Healthcare is providing invaluable support to their colleagues and to our students.

- Mark Vogt, CEO, Galen College of Nursing

Galen College of Nursing

The opportunity for nursing students to rotate at Brookdale post-acute care facilities is only one of many additional benefits that resulted from HCA Healthcare's acquisition of Galen College of Nursing.

"It creates the largest academic practice partnership in all of U.S. healthcare," says Galen CEO Mark Vogt. "Having a direct relationship with [such] a partner will enhance the integration of evidence-based practice. Galen nurses will be on the leading edge of care."

As in other parts of the U.S., the Southeast has a severe shortage of nurses that's been worsened by the pandemic. Galen officials consider hands-on teaching vital to addressing that shortage, as those experiences help ensure that nursing graduates are better prepared when they enter the field.

Bringing Galen under the HCA Healthcare umbrella "expands clinical opportunities for our students," says Mark. "We are uniquely structured to enroll more students than many other college nursing programs."

The partnership includes support in campus construction, a greater variety of clinical possibilities, and an improved pathway for job placement and advancement for Galen graduates.

"Additionally, the opportunities for HCA Healthcare nurses to continue their education are incredible," says Mark. "They can complete an online RN to Bachelor of Science in Nursing program with no out-of-pocket tuition cost or use the generous tuition reimbursement program, along with a reduced tuition cost just for HCA Healthcare employees, for a Master of Science in Nursing Leadership or Education."

With locations in several states, continued expansion throughout HCA Healthcare communities is planned for 2022 and 2023.

Brookdale Health Care Services

HCA Healthcare greatly values ensuring quality post-acute care following hospital stays. With our \$400 million purchase of a majority (80%) stake in Brentwood, Tennessee—based Brookdale Health Care Services — the nation's seventh-largest provider of home health, hospice and outpatient therapy — we reaffirm our commitment to all stages of care.

"Home health and hospice services are critical to reducing our patients' healthcare costs," says Gregg Stanley, president of HCA Healthcare's Post-Acute Services Division. "The partnership gives HCA Healthcare the opportunity to support patients in their homes, where they want to be."

Post-acute services include home health, hospice, inpatient rehabilitation, skilled nursing and long-term acute care. Most, if not all of these, are provided in HCA Healthcare communities to assist those in need of further care, such as the frail and elderly, who are oftentimes discharged back to their homes.

The partnership also allows
HCA Healthcare to expand its robust
research efforts into the home setting,
yielding richer data to inform patient care.

"Current clinicians will be able to

practice in new areas. The home health and hospice agencies will have access to cutting-edge resources to enhance the care they provide," says Gregg.

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The partnership [with Brookdale Health Care Services] gives HCA Healthcare the opportunity to support patients in their homes, where they want to be."

- Gregg Stanley, president of HCA Healthcare's Post-Acute Services Division

Meadows Health

With its acquisition by HCA Healthcare, Meadows Health became Memorial Health Meadows Hospital. But the new name was just the start; the hospital joined Memorial Health University Medical Center in Savannah, Georgia, to further expand HCA Healthcare's presence in the region.

Memorial Health Meadows Hospital is a regional, community-based healthcare system with nearly 500 colleagues, anchored by a 57-bed hospital that sees roughly 30,000 ER visits annually. The system includes the Tommy and Shirley Strickland Cancer Center and a network of physician practices.

"We are committed to continuing the services and high-quality care provided at Memorial Health Meadows Hospital," says Hugh Tappan, president of HCA Healthcare's South Atlantic Division. "We focus on the recruitment of skilled specialists, expansion of key services and a commitment to understanding all that is working well."

According to Matt Hasbrouck, CEO of Memorial Health Meadows Hospital, the facility will benefit almost immediately. "HCA Healthcare has committed to investing a minimum of \$10 million in Meadows Hospital in the next five years. We expect to enhance existing services and bring new services, treatments and technologies to patients in the Vidalia and Toombs County area." Moreover, the communities served by the hospital will benefit from the synergy between HCA Healthcare's hospitals and its research facilities.

As a result of the purchase, the new independent, not-for-profit \$30 million Meadows Foundation was established to provide major annual investments to improve the well-being of the residents of Vidalia and surrounding communities. Ultimately, the acquisition will help ensure that the residents of southern Georgia have uninterrupted access to high-quality care.



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Matt Hasbrouck, CEO
 Memorial Health Meadows Hospital

A Conversation With Karl VanDevender, M.D.

Internist, The Frist Clinic TriStar Centennial Medical Center Chief Physician Officer HCA Healthcare Leadership Institute HCA Healthcare Nashville, Tenn.

Colleague Q&A:

Old School, New Thinking

One of HCA Healthcare's most iconic figures reflects on four decades of practicing medicine.

Dr. VanDevender, a graduate of The University of the South in Sewanee, Tennessee, earned his master's degree in philosophy and theology from the University of Oxford in England before receiving his M.D. from the University of Mississippi. Next year will be his 40th year of private practice in Nashville.

Dr. Van Devender ultimately chose medicine, but he maintains that there's a definite spiritual side to his calling. Recently, he sat down with us to reflect on his storied career.



Q: What is the most important aspect of medicine?

A: Touch — human contact — with the patient is so vital, but we can't see everyone as often as we'd like. When I started in private practice in 1982, my first day was with my partner, Dr. Thomas Frist, Sr., the co-founder of HCA Healthcare. Dr. Frist was a real, wonderful, honest-to-goodness doctor. We went to see my first patient, and he said, "Let's think more about the care of the patient, not the treatment. I'd like to share with you four things that I have taken with me to the bedside and to the clinic every day."

Q: What were those four things?

A: The first is the idea of dignity — of all people. Dignity and respect are very different. Respect is something you earn; dignity is something you have. Getting to know someone is the way you recognize their dignity. The second is the suffering of all people. Suffering and pain are very different. To make contact, not with their pain, but with their suffering, is what is important. The

third is the independence of all people. Some people lose the self-confidence needed for independent action and thought. We need to encourage independent thinking. A big part of medicine is encouraging independent participation in medical care. And last is the dependence that we all have on one another. Most of my patients would not be worried about dying. They would be more worried about being a burden to their families and to society. We have not done the best job possible in our profession of recognizing that and bringing it to the surface for discussion.

Q: What made Dr. Frist, Sr., special?

Pr. Frist, Sr., had the unique capacity to really know people. He was an old-fashioned family doctor who made house calls. When we try to know people — whether it's as a doctor, a minister or any other profession for that matter — we can discover great things and help them realize their potential.

Q: How has the patient landscape changed since you went into practice?

We have a much more mixed society, especially those who may be new to the country. We need to learn from people from other backgrounds that are not like our own. They can have insight into other people in our culture that we might not have.

Q: How has healthcare changed for physicians over your career?

A: It's a much healthier environment now. When I trained, I was on call every other night for five years; that's hard on a person and their family. I think the balance is better, but it certainly is different. When I was growing up in rural Mississippi, a doctor was part of your family. Now, it's less so, but I think we take better care of people than we did in the sense of applying more expertise in specific areas. While I long for the old days in many ways, we're not going to see that anymore. It was hard, but it was also extremely gratifying.

Q: Would you say there's also more of a team approach to medicine?

A: We are not doing this alone, and we're not just doing it with our medical colleagues. We're doing it with others with whom we work, whether it's in

information technology, in the hospital kitchen or with the housekeeper. Often they can give us insight into the suffering of our patients that we ourselves may not see. One of the big differences now is to make an effort to include everyone as part of the team.

Q: Have you seen that spirit of communal insight impact your work with the Alan Alda Center for Communicating Science (aldacenter.org)?

As Alan and I have a partnership, and we go all over the world talking to young doctors about the culture of our profession. I asked Alan, "How do you convey to someone that you recognize their inherent dignity?" I think you recognize someone's dignity by making your best effort to get to know them on an intimate basis. Basically, it's teaching people the vocabulary of emotions.

Q: What advice would you offer a doctor just starting out?

A: When I was young, I studied Aristotle. He wrote to his son that happiness is living in accord with your most sacred values. Happiness is not a mink coat or a diamond ring. So, I want you to be happy.

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I jokingly say I'm a pediatrician for adults. Before I was a physician, I prepared to be a priest. I had always hoped to have a profession in which you could help people, but also see the spiritual dimension to their suffering.

- Karl Van Devender, M.D.

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