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


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

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

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

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 outsized 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 affiliated Rapides Regional Medical Center also stayed open and received evacuees from the southern part of the state.

All of Jefferson Parish lost water pressure, and some were without electricity for more than a week. In this case, Tulane Medical Center, whose Thibodaux, La., home sustained major storm damage, "I came in early on Saturday since I didn’t know what the weather would be like on Sunday [when Ida was making 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.”

"Tulane — those were 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.”

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

A “Transformative” Experience

Mel Lagarde knows all too well Louisiana’s unfortunate history involving hurricanes. "Many events in this 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 Mid-America 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 his caregivers and support staff worked, 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 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.”

Jade 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 Jade, HCA Healthcare learns from every operation, whatever it may involve. “One hospital may have a good idea due to a unique circumstance,” she says. “That wealth of knowledge helps future responses.”

HCA Healthcare has thousands of colleagues working and living in the area affected by Hurricane Ida, and many still need support and assistance. The HCA Healthcare Hope Fund, a 501(c)3 charity, provides a 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.)
Opportunities across HCA Healthcare's 10 Center for Clinical Advancement locations provide unparalleled learning simulation and education center in Nashville, Tennessee. Advancement, led the construction of the first large-scale Technology for the HCA Healthcare Center for Clinical Advancement.

In 2017, Justin Laferty, corporate director, Simulation and Education, led the construction of the first large-scale simulation center in Nashville, Tennessee. This required a surgeon's buy-in through supporting pharmaceuticals, mobilizing them and stabilizing their blood sugar levels. This required a surgeon's buy-in through supporting pharmaceuticals, mobilizing them and stabilizing their blood sugar levels. This required a surgeon's buy-in through supporting pharmaceuticals, mobilizing them and stabilizing their blood sugar levels. This required a surgeon's buy-in through supporting pharmaceuticals, mobilizing them and stabilizing their blood sugar levels. This required a surgeon's buy-in through supporting pharmaceuticals, mobilizing them and stabilizing their blood sugar levels.

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 across four divisions: TribStar, Continental, North Texas and West Florida

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. PL A.lumnus, 2019; Chief Medical Officer North Florida Regional Medical Center Gainesville, Fla.

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.

Background
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 Orientation hours
65,649 Residency/Star RN hours
64,126 Misc. class hours
157,710 Grand total simulation site hours

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.

Background
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 Orientation hours
65,649 Residency/Star RN hours
64,126 Misc. class hours
157,710 Grand total simulation site hours

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.

66 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. PL A.lumnus, 2019; Chief Medical Officer North Florida Regional Medical Center Gainesville, Fla.

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+ Residents and fellows
61 Teaching hospitals
162 GME specialties
16 States

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

GME benefits
• 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.

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.

Background
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 Orientation hours
65,649 Residency/Star RN hours
64,126 Misc. class hours
157,710 Grand total simulation site hours

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.

66 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. PL A.lumnus, 2019; Chief Medical Officer North Florida Regional Medical Center Gainesville, Fla.

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+ Residents and fellows
61 Teaching hospitals
162 GME specialties
16 States

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

GME benefits
• 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.

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

GME benefits
• 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.

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

GME benefits
• 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.
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 projects:

• 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, and efficiently transport them to the nursing units

Henok’s desire to improve processes is an inspiration across the organization.
Rachel Marcellus
Excellence in Nursing Award Recipient
Professional Mentoring Category

Rachel Marcellus, RN, BSN, CCRN, is a dedicated mentor who brings a wealth of knowledge and expertise to her role as a professional mentor. She is recognized for her tireless efforts in guiding new nurses, particularly in the intensive care unit (ICU). Rachel’s dedication to patient care is evident in her approach to mentoring, where she not only teaches technical skills but also imparts the importance of compassion and empathy.

Rachel has created innovative programs to support patients and their families. Her “New Stages” concept is a testament to her commitment to enhancing patient care. This program pairs new nurses with experienced mentors based on learning styles, ensuring a personalized approach to teaching and learning. Additionally, Rachel’s creation of the “Rare Patient Condition Box” is a valuable resource that documents uncommon conditions, helping nurses to better prepare for unexpected scenarios.

Rachel’s influence extends beyond the patients she serves. Her “Diary Project” provides a platform for family members to share their experiences, creating a supportive community for those navigating the complexities of ICU care.

Beth Onnen
Excellence in Nursing Award Recipient
Compassionate Care Category

Beth Onnen, RN, BSN, is a Clinical Nurse Coordinator at Wesley Medical Center. She exemplifies the highest standards of care and compassion in her work. Beth’s approach is characterized by her unwavering dedication to patient-centered care, which she applies not only during her shifts but in her personal time as well.

Beth’s impact is felt beyond the hospital walls. She was honored with the DAISY Award in 2019, recognizing her extraordinary support during a family’s challenging time. Despite the daunting news of a cancer diagnosis, Beth went above and beyond to support the family, providing comfort and hope during a time of great need.

Robin Yoder
Frist Humanitarian Award Recipient
Employee Category

Robin Yoder, MSW, LMSW, is a dedicated oncology social worker at the Sarah Cannon Cancer Institute at Johnston-Willis Hospital. Her commitment to helping those in need is evident in her work with the amputee community and her fundraising efforts for various causes.

Robin has leveraged her personal experiences as a two-time cancer survivor and amputee to make a significant impact. She has been a catalyst in developing adaptive sports programs and has helped organize events such as the Greater Richmond Amputee Support Group, which raises awareness and funds for amputee-related causes.

In 2019, Robin took part in the U.S. delegation to Ashgabat, Turkmenistan, where she worked to develop adaptive sports programs for the local community. Her efforts have not gone unnoticed, and she has been recognized for her contributions, including the Frist Humanitarian Award, which honors individuals who make a difference in the lives of others.

Rachel Marcellus, Beth Onnen, and Robin Yoder are true exemplars of excellence in nursing, demonstrating through their actions the importance of mentorship, compassionate care, and humanitarianism.
Lewis Franzén
Greater and Wayfinder Center & Hospital
A Campus of The Medical Center of Aurora
Aurora, Colo.

HCA Healthcare®
Awards of Distinction

Franzén has been with HCA Healthcare for 15 years and has been a volunteer at Aurora, Colorado for the past six years. With a remarkable record of more than 7,000 hours volunteering at the hospital, Franzén has positively impacted hundreds of patients and families. He volunteers with chaplain, physical and occupational therapists, and volunteers with a group of kids, but Lewis is also in patient care and volunteers every time he needs only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Volunteer Category

Finalists

Volunteer Category

Lewis Franzén
Lewis Franzén has been with HCA Healthcare for 15 years and has been a volunteer at Aurora, Colorado for the past six years. With a remarkable record of more than 7,000 hours volunteering at the hospital, Lewis has positively impacted hundreds of patients and families. He volunteers with chaplains, physical and occupational therapists, and volunteers with a group of kids, but Lewis is also in patient care and volunteers every time he needs only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Volunteer Category

Finalists

Volunteer Category

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

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

For more than three decades, Anne and Tom Kettler have volunteered at the University of Missouri, Kansas City, and their hospice care unit, which has involved hundreds of patients and families. Tom is a volunteer at the hospital, and volunteers help patients and families every time they need it, only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Physician Category

Finalists

Physician Category

Anne Kettler
M.D.

For more than three decades, Anne and Tom Kettler have volunteered at the University of Missouri, Kansas City, and their hospice care unit, which has involved hundreds of patients and families. Tom is a volunteer at the hospital, and volunteers help patients and families every time they need it, only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Physician Category

Finalists

Physician Category

Tom Kettler
M.D.

For more than three decades, Anne and Tom Kettler have volunteered at the University of Missouri, Kansas City, and their hospice care unit, which has involved hundreds of patients and families. Tom is a volunteer at the hospital, and volunteers help patients and families every time they need it, only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Physician Category

Finalists

Physician Category

Anne Kettler
M.D.

For more than three decades, Anne and Tom Kettler have volunteered at the University of Missouri, Kansas City, and their hospice care unit, which has involved hundreds of patients and families. Tom is a volunteer at the hospital, and volunteers help patients and families every time they need it, only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Physician Category

Finalists

Physician Category

Tom Kettler
M.D.

For more than three decades, Anne and Tom Kettler have volunteered at the University of Missouri, Kansas City, and their hospice care unit, which has involved hundreds of patients and families. Tom is a volunteer at the hospital, and volunteers help patients and families every time they need it, only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Physician Category

Finalists

Physician Category

Anne Kettler
M.D.

For more than three decades, Anne and Tom Kettler have volunteered at the University of Missouri, Kansas City, and their hospice care unit, which has involved hundreds of patients and families. Tom is a volunteer at the hospital, and volunteers help patients and families every time they need it, only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Physician Category

Finalists

Physician Category

Tom Kettler
M.D.

For more than three decades, Anne and Tom Kettler have volunteered at the University of Missouri, Kansas City, and their hospice care unit, which has involved hundreds of patients and families. Tom is a volunteer at the hospital, and volunteers help patients and families every time they need it, only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Physician Category

Finalists

Physician Category

Anne Kettler
M.D.

For more than three decades, Anne and Tom Kettler have volunteered at the University of Missouri, Kansas City, and their hospice care unit, which has involved hundreds of patients and families. Tom is a volunteer at the hospital, and volunteers help patients and families every time they need it, only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Physician Category

Finalists

Physician Category

Tom Kettler
M.D.

For more than three decades, Anne and Tom Kettler have volunteered at the University of Missouri, Kansas City, and their hospice care unit, which has involved hundreds of patients and families. Tom is a volunteer at the hospital, and volunteers help patients and families every time they need it, only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Physician Category

Finalists

Physician Category

Anne Kettler
M.D.

For more than three decades, Anne and Tom Kettler have volunteered at the University of Missouri, Kansas City, and their hospice care unit, which has involved hundreds of patients and families. Tom is a volunteer at the hospital, and volunteers help patients and families every time they need it, only guides patients to where they need to go, but also locates things and engages them beyond what is expected. He dedicates the most of his volunteering at Centennial Medical Plaza, Lewis volunteers for church and the Food Bank of the Rockies.

The Frist Humanitarian Award

Physician Category

Finalists

Physician Category

Tom Kettler
M.D.
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.

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

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 potential solutions,” 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 the pandemic.

“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 the app.” 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, MySchedule, 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 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.”

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, as none 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 CareCore
- Launching YourCause 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.”

According to Dr. Jane Englebright, chief nurse executive, and Marty Palkic, 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 our nurses, staff and technology experts, providing a blueprint for advances benefiting even more colleagues — and, ultimately, more patients.

Nicole Hargrove, BSN, RN, NE-BC, says the HCA Inspire app “is a touch where and when it’s most at ease — for nurses and non-nurses. Though the multifunctional tools to help them cope with the added stress of the pandemic. 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 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 Palkic, 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 our nurses, staff and technology experts, providing a blueprint for advances benefiting even more colleagues — and, ultimately, more patients.
In 2020, HCA Healthcare welcomed Galen College of Nursing to its family of care, bringing transformative healthcare to more people in more ways. The partnership with Brookdale Health Care Services gives HCA Healthcare the opportunity to support patients in their homes, where they want to be.”

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 Galen nurses will be on the leading edge of the integration of evidence-based practice. A direct relationship with [such] a partner will enhance Galen College of Nursing 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 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.
**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 49th year of private practice in Nashville.

VanDevender 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 with others with whom we work, whether it’s in medicine or any other profession for that matter — we can discover great things and help them realize their potential.”

**Q:** What made Dr. Frist, Sr., special?
**A:** Dr. 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 — we can discover great things and help them realize their potential.

**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:** 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.

**Q:** Have you seen that spirit of communal insight impact your work with the Alan Alda Center for Communicating Science (aldacent.org)?
**A:** 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:** How has the patient landscape changed since you went into practice?
**A:** 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:** What are 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:** How could people help people, but also see the spiritual dimension to their suffering?

— Karl VanDevender, M.D.
Enjoy reading *HCA Healthcare Magazine*?

Share a photo of yourself reading *HCA Healthcare Magazine* and include the hashtag #HCAHealthcareMag for a chance to be featured in the next issue and on our social channels.*

*All HCA Healthcare colleagues are to abide by social media guidelines as outlined further in EC.026 (Atlas Keyword: Social Media). No images will be used in the magazine without colleague consent.

We’d love to hear from you.
Submit your story ideas for consideration at magazine@HCAhealthcare.com.

Get social and stay up to date on the latest news and highlights across the organization.

HCAhealthcare.com